Results of First Baseline Measurement Using CSR

May 06

Outcome of Comprehensive State Mental Health Plans

.....is to encourage States and localities to develop a comprehensive strategy to respond to the needs and preferences of consumers or families.... The final result should be an extensive and coordinated State system of services and supports that work to foster consumer independence and their ability to live, work, learn, and participate fully in their communities

Consumer Services Review
A Way of Knowing What's Working

How Well are Consumers of Services Doing Now?

Are Frontline Practices Yielding Desired Results?

How Do Present Working Conditions Affect Practice?

Focus on Functional Results

Child Behaviors Associated with Life Success

- Attends school regularly
- Learns to read
- Makes academic progress
- Follows school rules
- Participates in groups
- Fulfills responsibilities
- Maintains relationships
- Solves everyday problems
- Controls negative impulses
- Performs self care activities
- Performs chores at home
- Gets needs met acceptably
- Shares feelings acceptably
- Avoids harmful situations
- Uses leisure time well
- Helps and cares for others
- Respects authority
- Acts within the law

Typical Areas for Setting Educational and Treatment Goals

Measuring Performance

- What are the results achieved?
- Who are successes? Who do we fail?
- Are we achieving highly consistent, high fidelity performance in Practice?
- Are we implementing evidence-based practices with fidelity and wisdom.
- Are we intervening earlier?

Measuring Performance

- Are we working together more collaboratively?
- Are we keeping more kids at home, in school? Adults independent & working?
- Are we identifying the critical path to improved performance and outcomes?
- What is our evidence of progress?
- How can we be more efficient?

What is Accountability

- Accountability = measurement and knowledge of performance and results of your “unit” and the capacity to use the knowledge to make improvements in consistency of performance, results achieved and reduced frequency of problems.

Results are Linked to Practice

RESULTS

Help the child succeed in school and in activities of childhood/adolescence.

Achieve and maintain adequate safety, stability and well-being in the home.

Build child resiliency and sustain adequate daily functioning.

Reduce risks of harm,and poor down-stream outcomes.

Create a sustainable family support network enabling members to live together successfully.

PRACTICE = problem-solving activities aimed at specific, helpful RESULTS for a child with special needs and family.

CSR Shifts the Focus

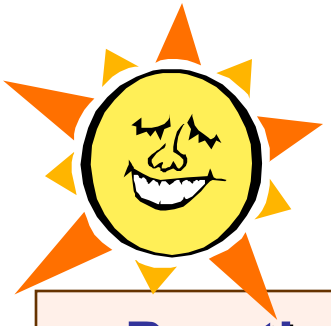
Compliance

- Policies & procedures
- Documentation
- Organizational structure
- Program requirements
- Funding & expenditures
- Compliance & control

Practice & Results

- Guiding principles
- Fidelity to expectations
- Consistency /Quality of practice.
- Frontline conditions
- Flexible resources
- Results & outcomes

Enforcement Focus → **Practice & Results**



Definition of Practice

Practice is local, person-focused, recovery-oriented, locally-delivered, services, interventions and supports that alter unacceptable status so that consumer functioning and well-being are improved and maintained as risks of harm and poor outcomes are reduced.

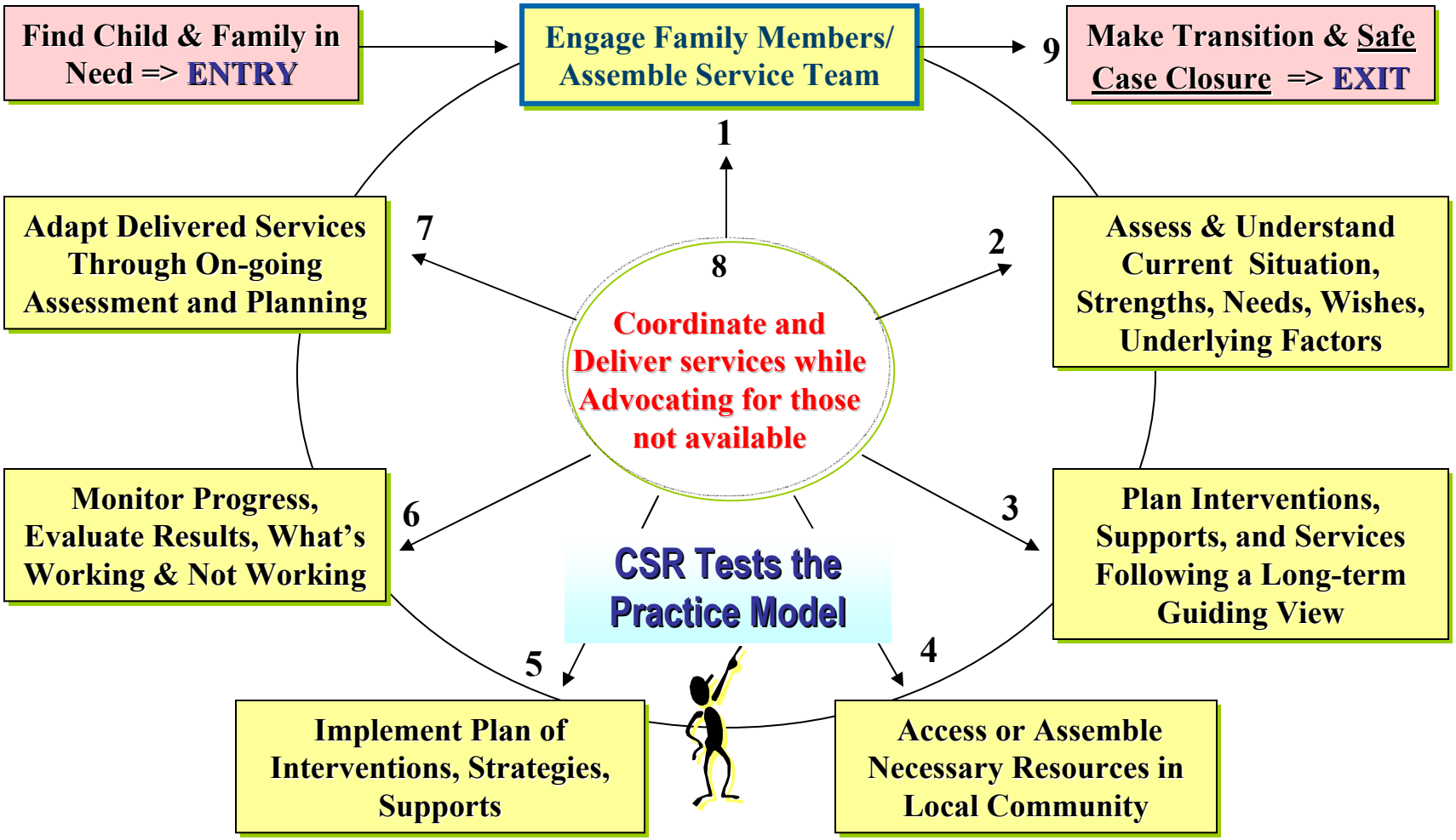
Practice is problem solving aimed at specific results.

Practice is an art requiring craft knowledge & judgment.

Practice depends on local resources & working conditions.

Core Functions in Child & Family Practice

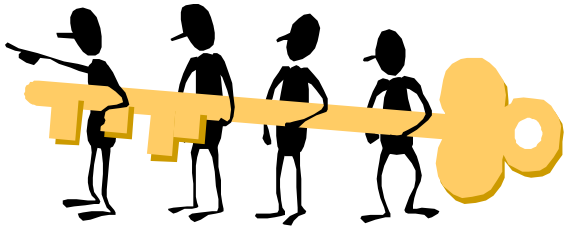
Key Functions in a Basic Practice Model: each function requires strategies & techniques



Purposes of Inquiry

Key Purposes Of CSR Efforts

Key Concepts



- Each child and family served can be viewed as a unique and valid "TEST" of daily front-line practice.
- Services should RESPOND appropriately to each child and family, ADAPT as circumstances change.
- Services should improve a child's FUNCTIONING and WELL-BEING while reducing RISKS of harm..
- Service systems must have the capacity to LEARN and CHANGE to improve practices and results.

CSR: Focus on Practice & Results

Status of Persons Served

Are adults receiving services doing well now or showing good progress in well-being, functioning, risk reduction, safe & sustainable supports?

Practice & Performance

Are our practices working well for those being served?

Front-Line Conditions

How are front-line working conditions affecting practice, performance, and results?

USING CSR FINDINGS FOR LEARNING & CHANGE

Findings are used to decide WHAT TO DO NEXT! Not just to say: "good or bad" or "pass/fail." A key purpose is Learning and Change.

CSR Case Review Activities

- Interview key people, scan records, make observations to determine the current status of the person in key areas.
- Examine planned supports and services used with the person to determine how well practices are promoting recovery.
- Consider recent results, what's working/not working now, and the person's satisfaction with plans, services, and results.
- Based on the present situation, make a six-month prognosis.
- Rate the acceptability of the person's status and performance of the program in promoting recovery. Critique practice & results.
- Prepare a written summary of finding and recommendations.

CSR Interpretative Guide for Adult Status

Maintenance Zone: 5-6

Status is favorable. Efforts should be made to maintain and build upon a positive situation.

6 = **OPTIMAL STATUS**. The best or most favorable status presently attainable for this person in this area [taking age and ability into account]. The person doing great! Confidence is high that long-term goals or expectations will be met in this area.

5 = **GOOD STATUS**. Substantially and dependably positive status for the person in this area with an ongoing positive pattern. This status level is consistent with attainment of long-term goals in area. Status is "looking good" and likely to continue.

Acceptable Range: 4-6

Refinement Zone: 3-4

Status is minimum or marginal, may be unstable. Further efforts are necessary to refine the situation.

4 = **FAIR STATUS**. Status is minimally or temporarily sufficient for the person to meet short-term objectives in this area. Status is minimally acceptable at this point in time, but may be short-term due to changing circumstance, requiring change soon.

3 = **MARGINAL STATUS**. Status is marginal or mixed and not quite sufficient to meet the person's short-term objectives now in this area. Status now is not quite enough for the person to be satisfactory today or successful in the near-term. Risks are minimal.

Unacceptable Range: 1-3

Improvement Zone: 1-2

Status is now problematic or risky. Quick action should be taken to improve the situation.

2 = **POOR STATUS**. Status continues to be poor and unacceptable. The person seems to be "stuck" or "lost" and status is not improving. Risks are mild to moderate.

1 = **ADVERSE STATUS**. The person's status in this area is poor and getting worse. Risks of harm, restriction, separation, regression, and/or other poor outcomes are substantial and increasing.

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CSR Interpretative Guide for Practice Performance

Maintenance Zone: 5-6

Performance is effective. Efforts should be made to maintain and build upon a positive practice situation.

6 = **OPTIMAL PERFORMANCE**. Excellent, consistent, effective practice for this person in this function area. This level of performance is indicative of exemplary practice and results for the person. ["Optimum" does not imply "perfection."]

5 = **GOOD PERFORMANCE**. At this level, the system function is working dependably for this person, under changing conditions and over time. Effectiveness level is consistent with meeting long-term goals for the person. [Keep this going for good results]

Acceptable Range: 4-6

Refinement Zone: 3-4

Performance is minimal or marginal and maybe changing. Further efforts are necessary to refine thepractice situation.

4 = **FAIR PERFORMANCE**. This level of performance is minimally or temporarily sufficient for the person to meet short-term objectives. Performance may be time-limited or require adjustment soon due to changing circumstances.[Some refinement is indicated]

3 = **MARGINAL PERFORMANCE**. Practice at this level may be under-powered, inconsistent, or not well-matched to need. Performance is insufficient for the person to meet short-term objectives. [With refinement, this could become acceptable in the near future.]

Improvement Zone: 1-2

Performance is inadequate. Quick action should be taken to improve practice now.

2 = **POOR PERFORMANCE**. Practice at this level is fragmented, inconsistent, lacking in intensity, or off-target. Elements of practice may be noted, but it is incomplete/not operative on a consistent basis.

1 = **ADVERSE PERFORMANCE**. Practice may be absent or not operative. Performance may be missing (not done). - OR - Practice strategies, if occurring in this area, may be contra-indicated or may be performed inappropriately or harmfully.

Unacceptable Range: 1-3

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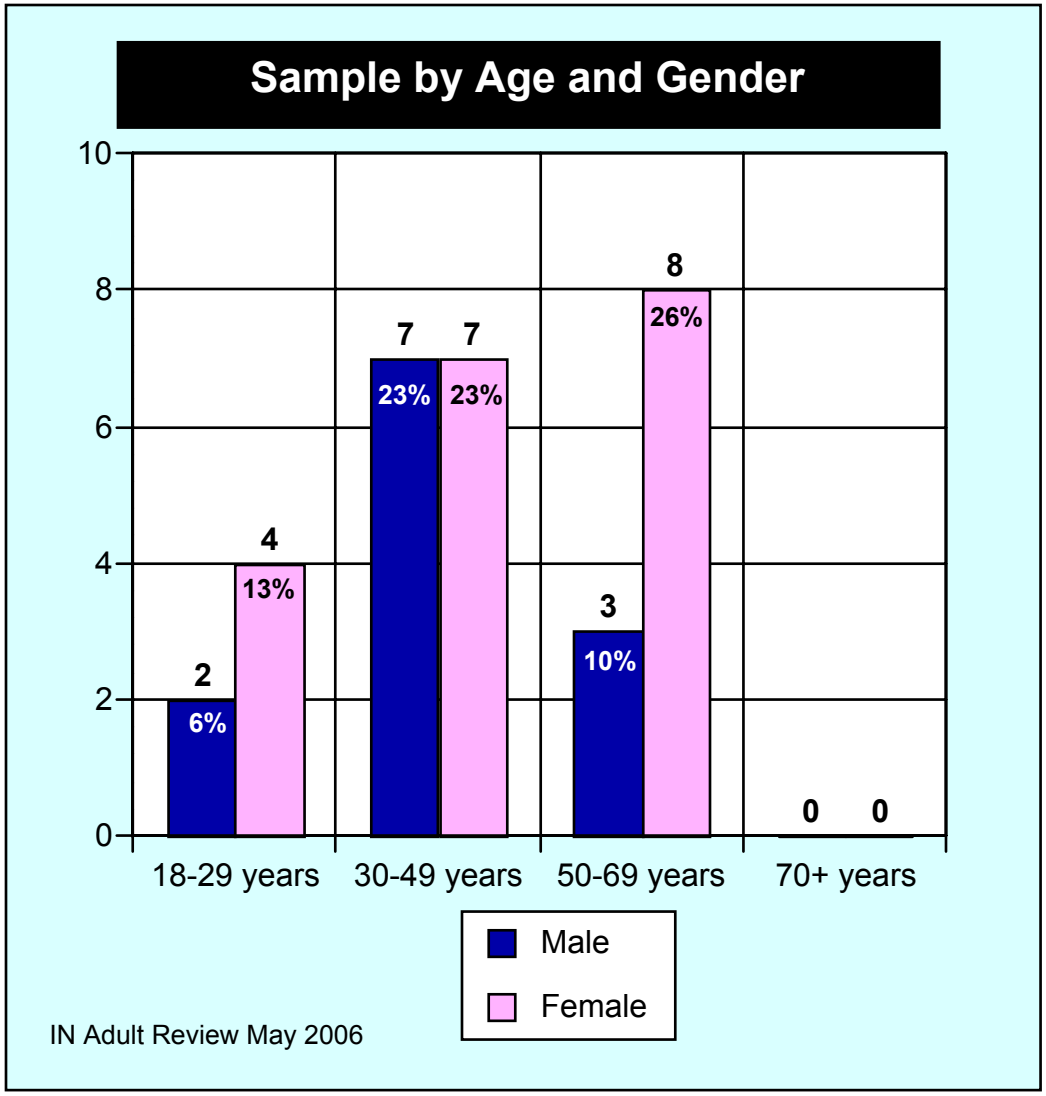
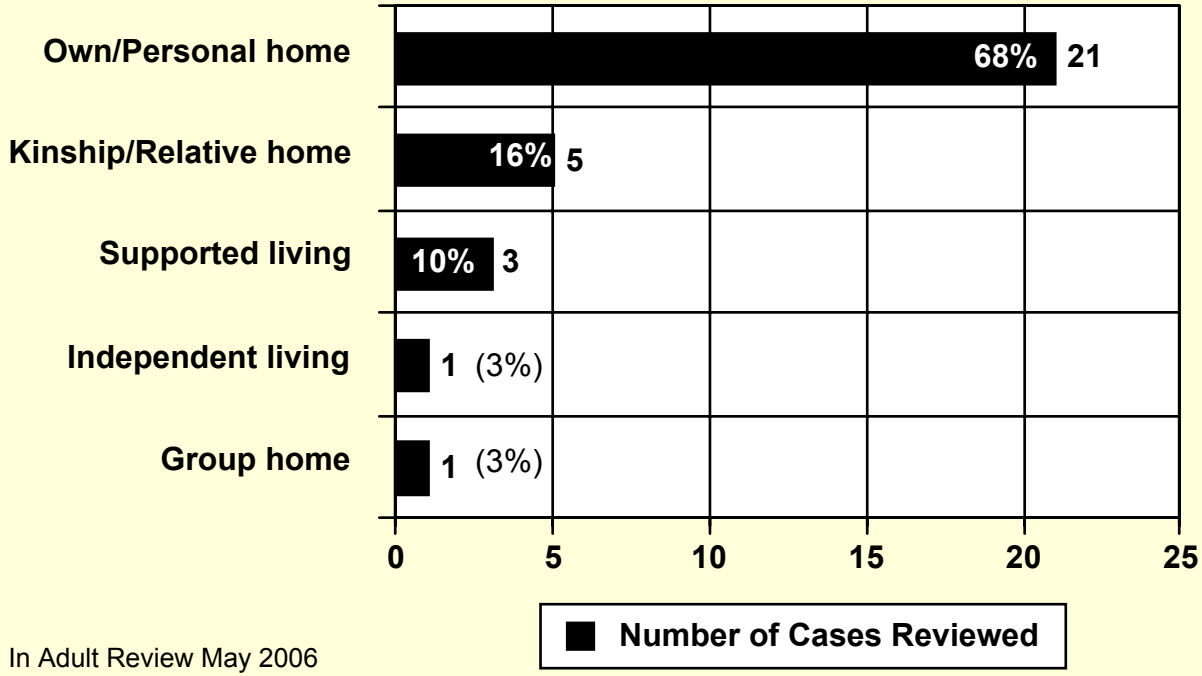
Results of Adult CSR N=31

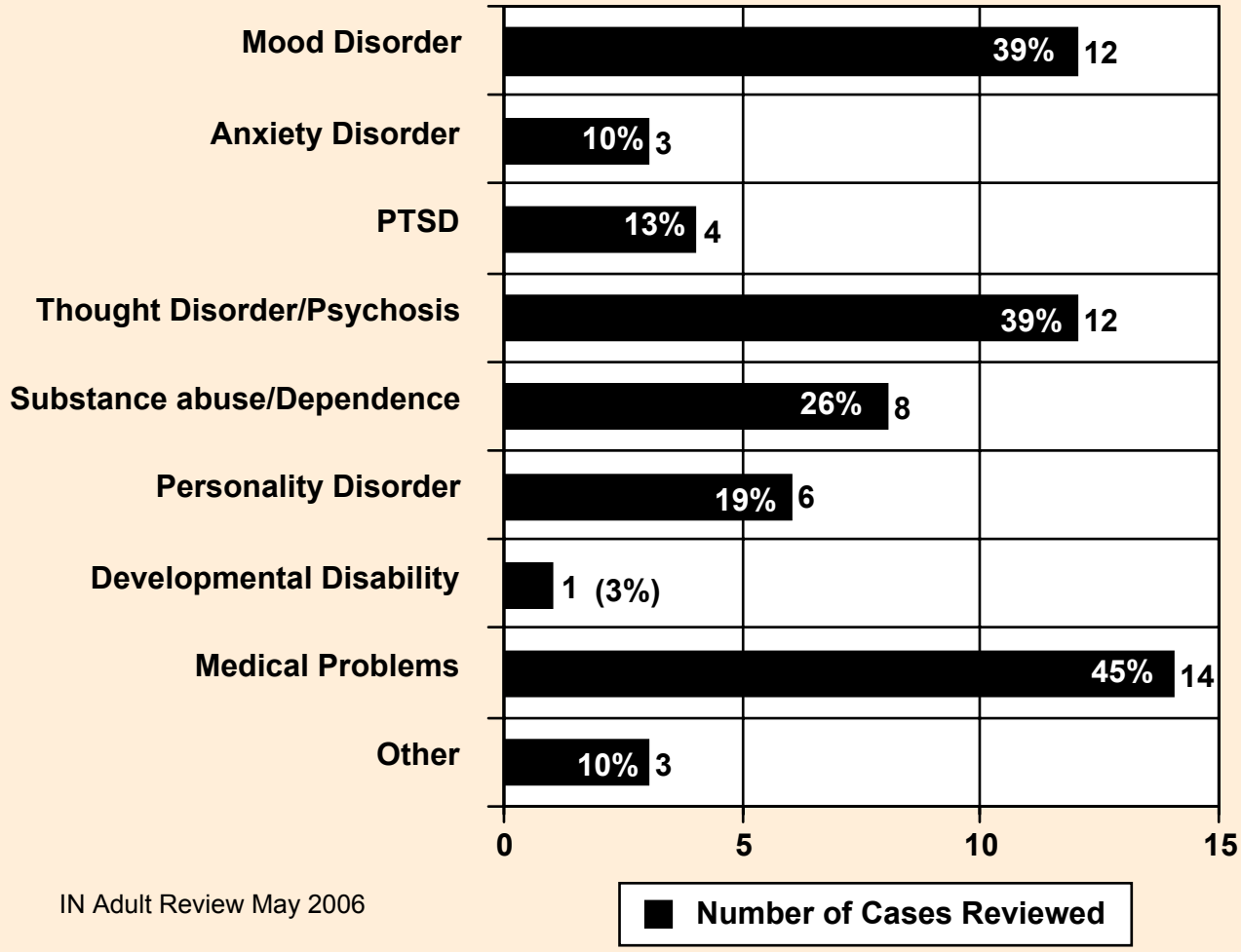


Current Living Arrangement



In Adult Review May 2006

Co-Occurring Conditions



IN Adult Review May 2006

CSR/Adult Status and Performance Profile - Co-Occurring Condition - Other

Number of cases: 31 IN Adult - May 2006

Other - Co-Occurring Condition

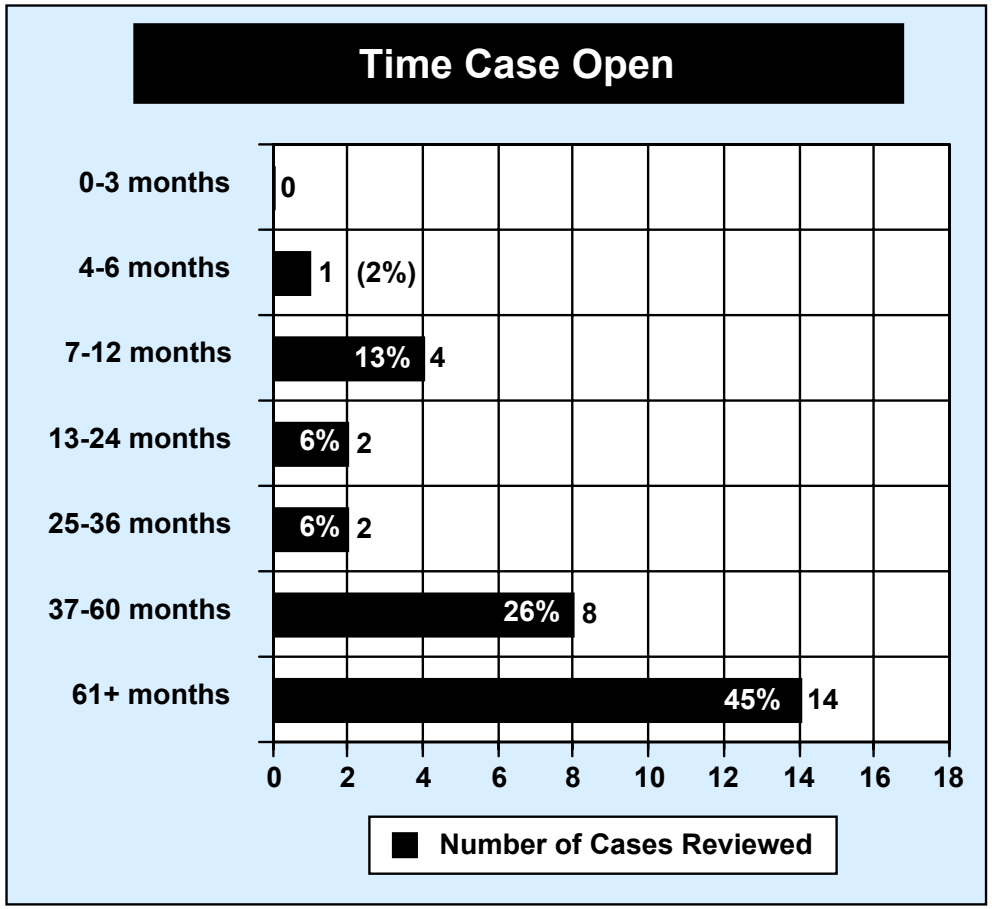
1. Stroke
2. Lung tumors
3. Bipolar

CSR/Adult Status and Performance Profile - Co-Occurring Condition - Medical Problems

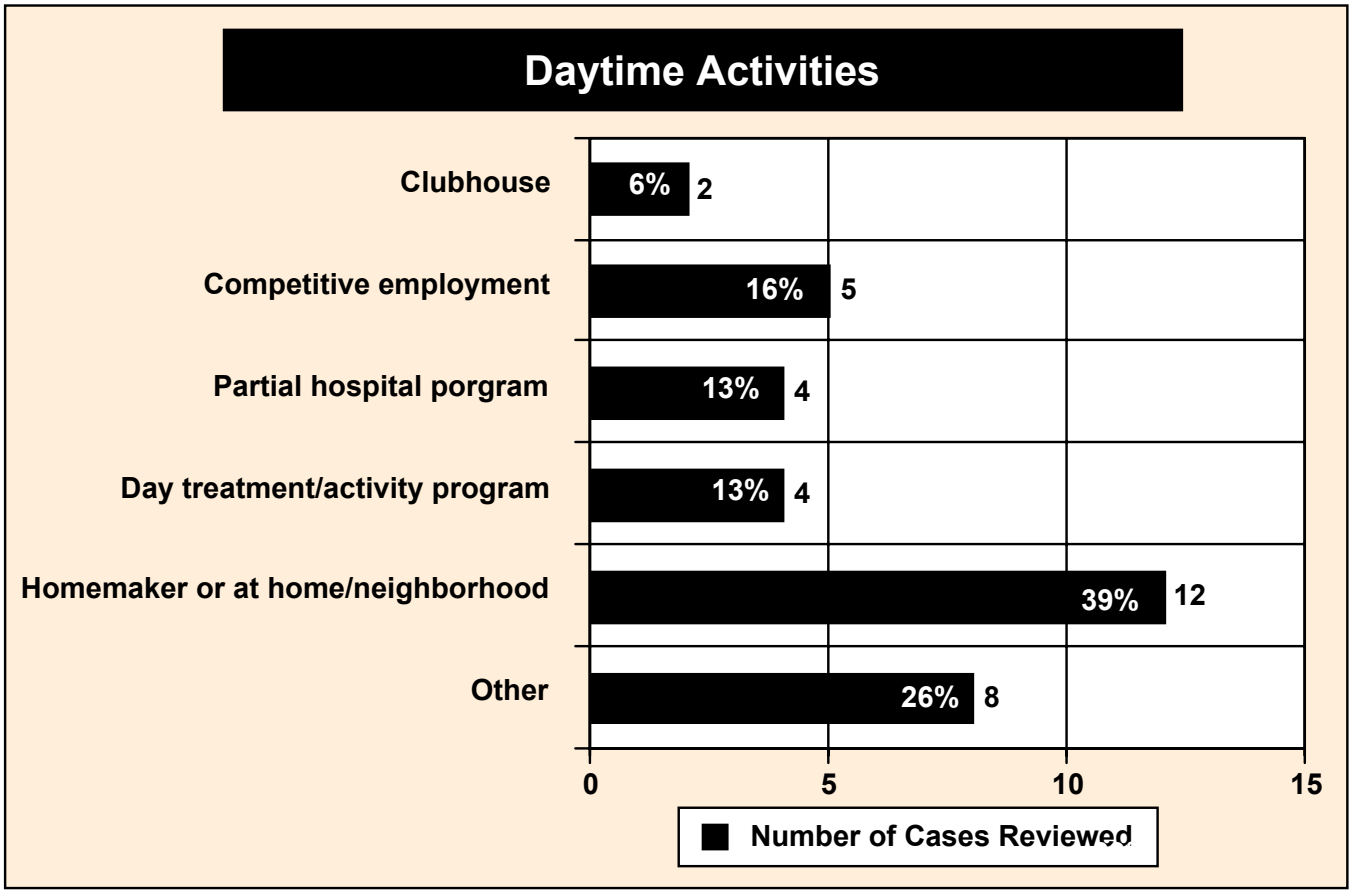
Number of cases: 31 IN Adult - May 2006

Medical Problems- Co-Occurring Condition

1. Thyroid, Leukemia
2. Seizures
3. Pneumonia
4. Paralysis right foot
5. Kidney failure w/ dialysis, high blood pressure
6. Hypertension, Hepatitis C
7. High blood pressure
8. Heart attack - can't drive
9. Gallstones, HPV
10. Diabetic, HTN, thyroid
11. Dental problem - extensive dental work done
12. COPD
13. Back and neck injury and depression
14. associated with Russell-Silver Syndrome



IN Adult Review May 2006



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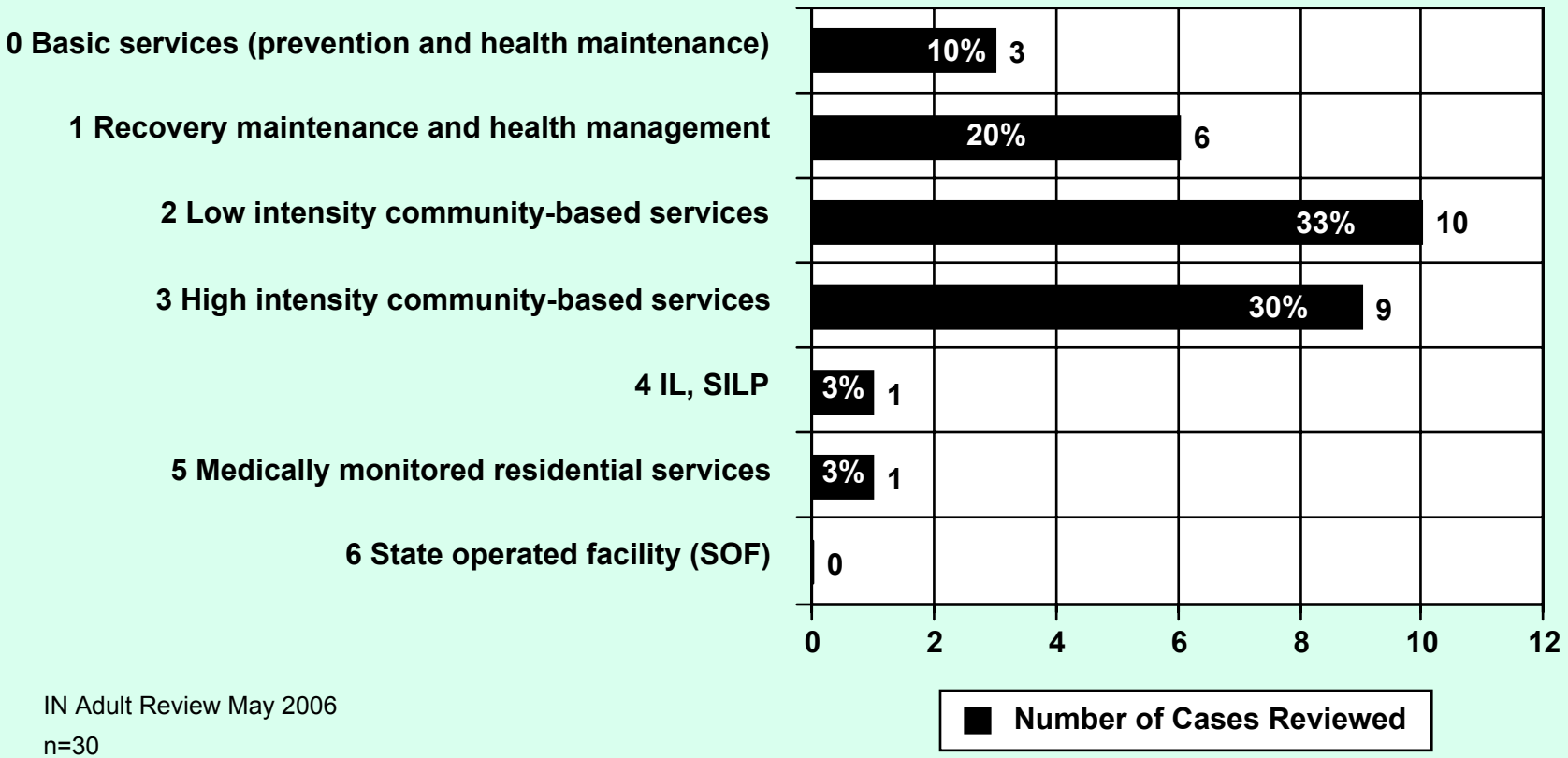
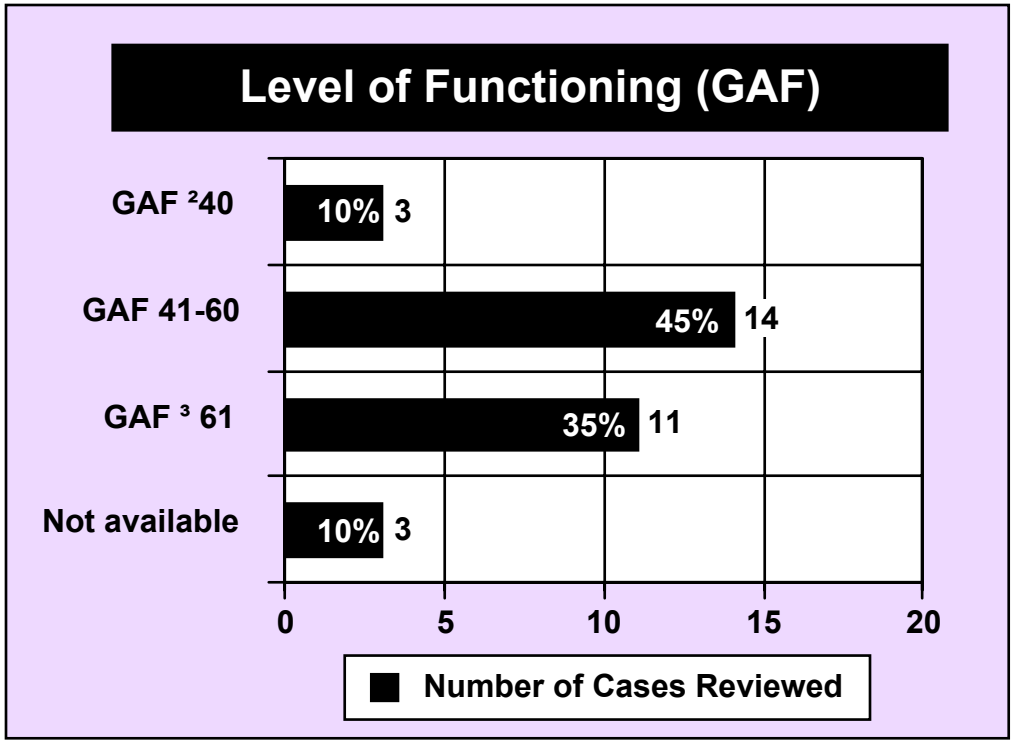
Level of Care



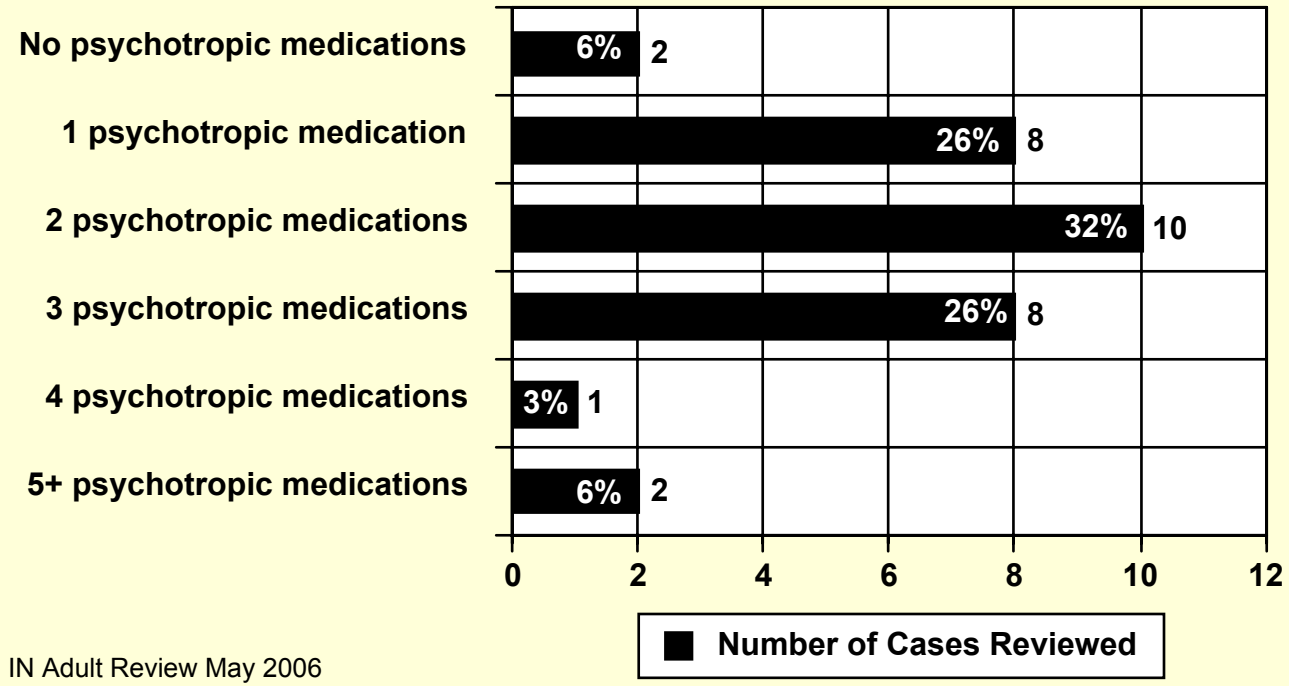
IN Adult Review May 2006

n=30

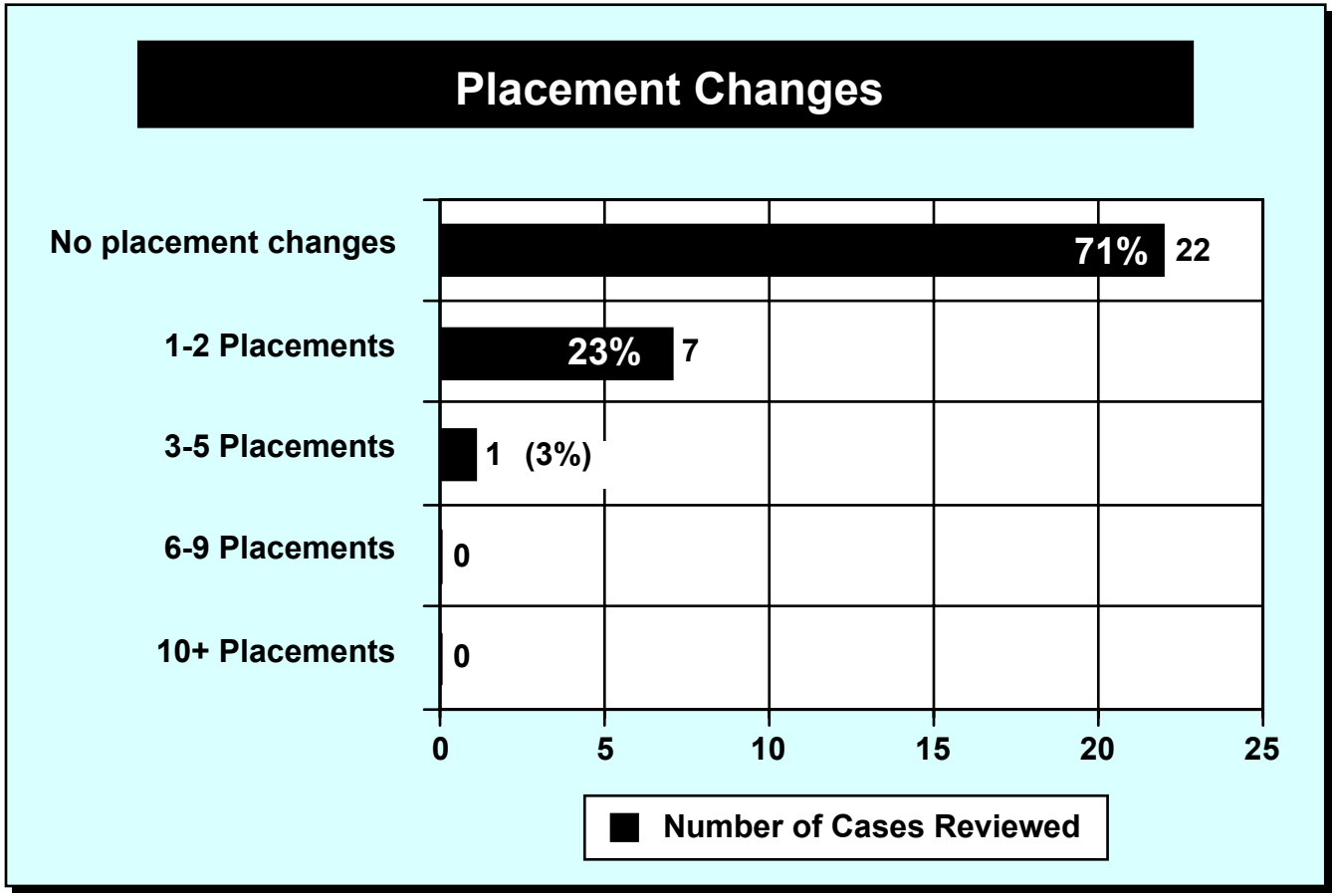


IN Adult Review May 2006

Number of Psychotropic Medications



IN Adult Review May 2006



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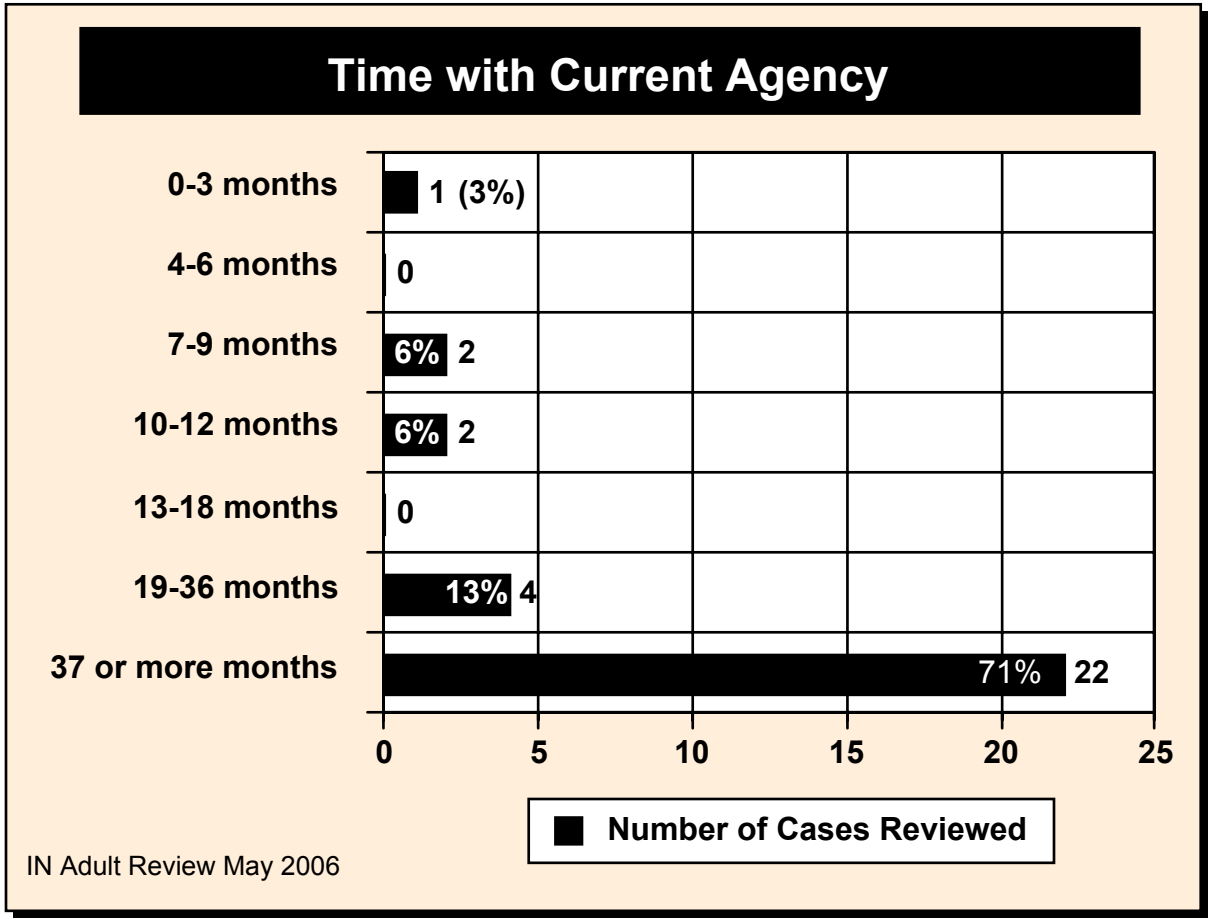
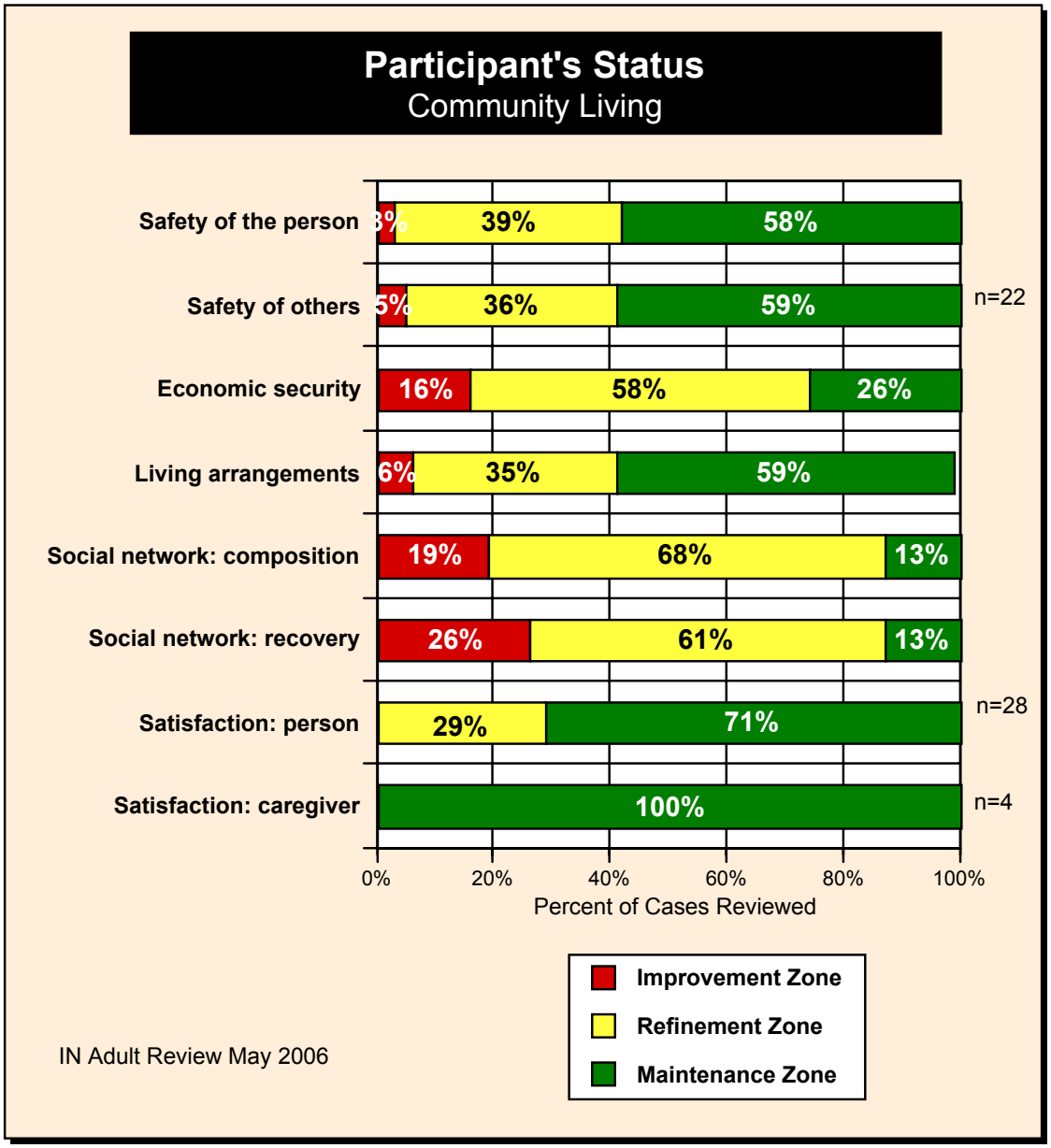
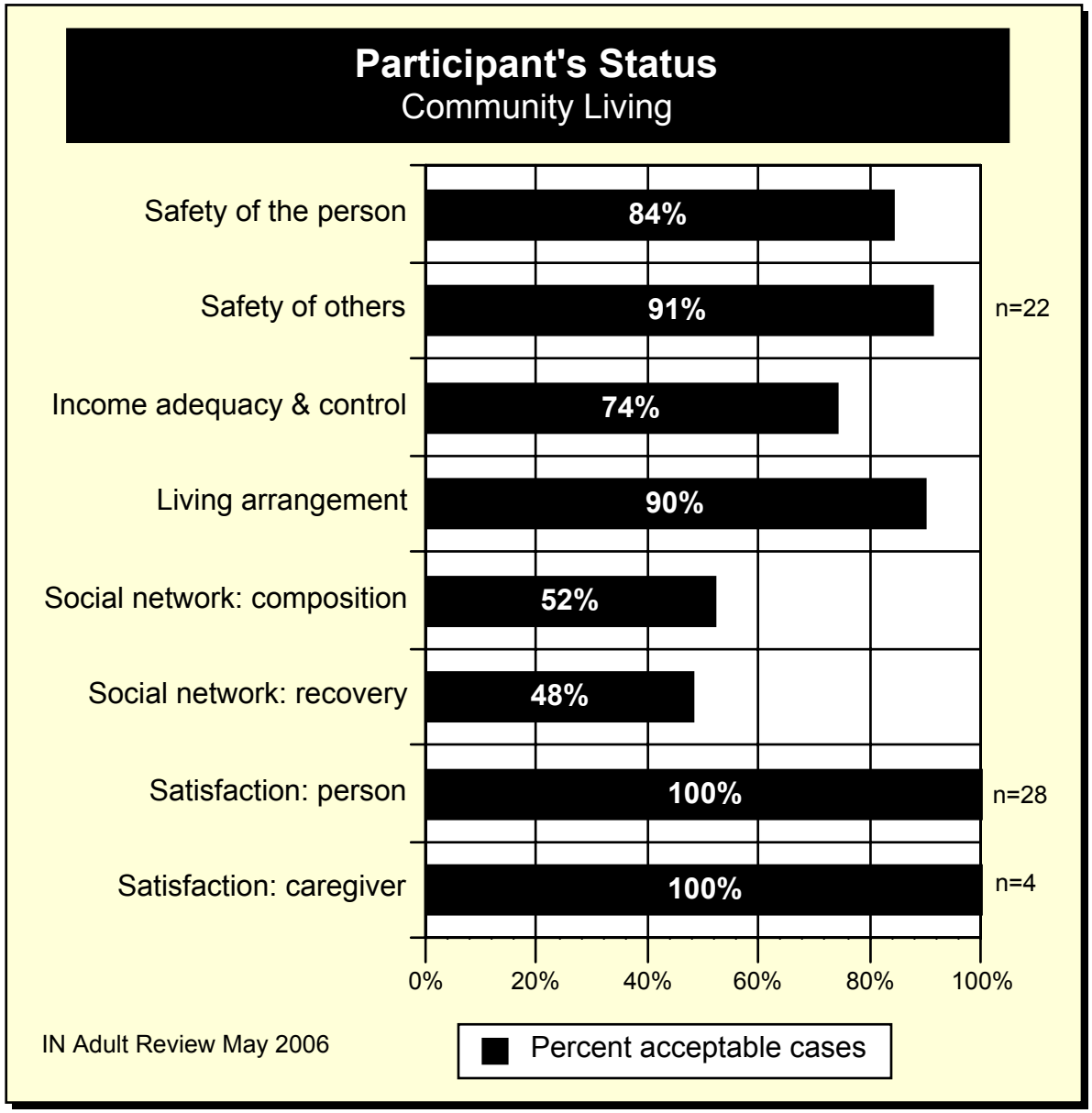
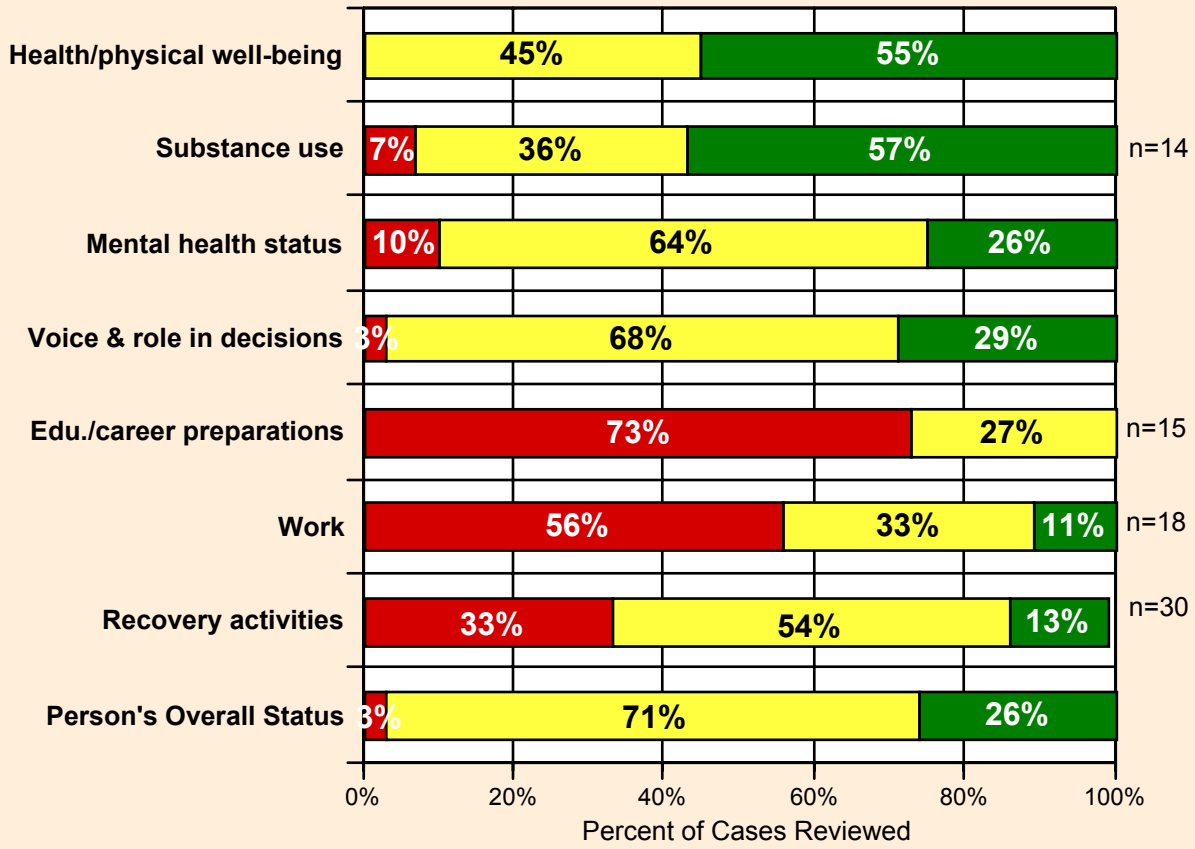

Time with Current Agency
0-3 months
1 (3%)
4-6 months
0
7-9 months
6%
2
10-12 months
6%
2
13-18 months
0
19-36 months
13%
4
37 or more months
71%
22
0
5
10
15
20
25
Number of Cases Reviewed
IN Adult Review May 2006


Participant's Status
Community Living
Safety of the person
3%
39%
58%
Safety of others
5%
36%
59%
n=22
Economic security
16%
58%
26%
Living arrangements
6%
35%
59%
Social network: composition
19%
68%
13%
Social network: recovery
26%
61%
13%
Satisfaction: person
29%
71%
n=28
Satisfaction: caregiver
100%
n=4
0%
20%
40%
60%
80%
100%
Percent of Cases Reviewed
Improvement Zone
Refinement Zone
Maintenance Zone
IN Adult Review May 2006


Participant's Status
Community Living
Safety of the person
84%
Safety of others
91%
n=22
Income adequacy & control
74%
Living arrangement
90%
Social network: composition
52%
Social network: recovery
48%
Satisfaction: person
100%
n=28
Satisfaction: caregiver
100%
n=4
0%
20%
40%
60%
80%
100%
IN Adult Review May 2006
Percent acceptable cases

Participant's Status
Well-being/Life Activities



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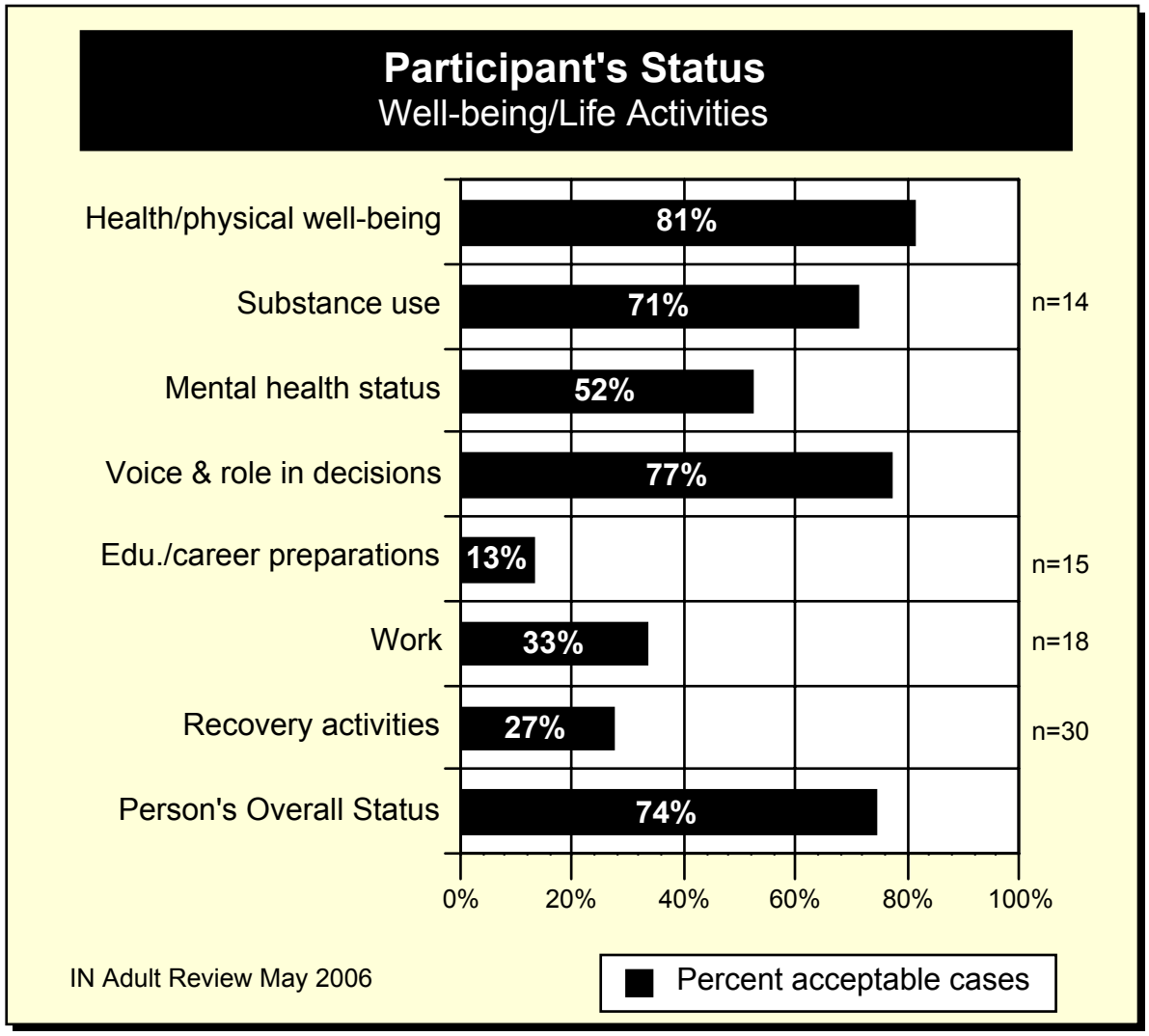
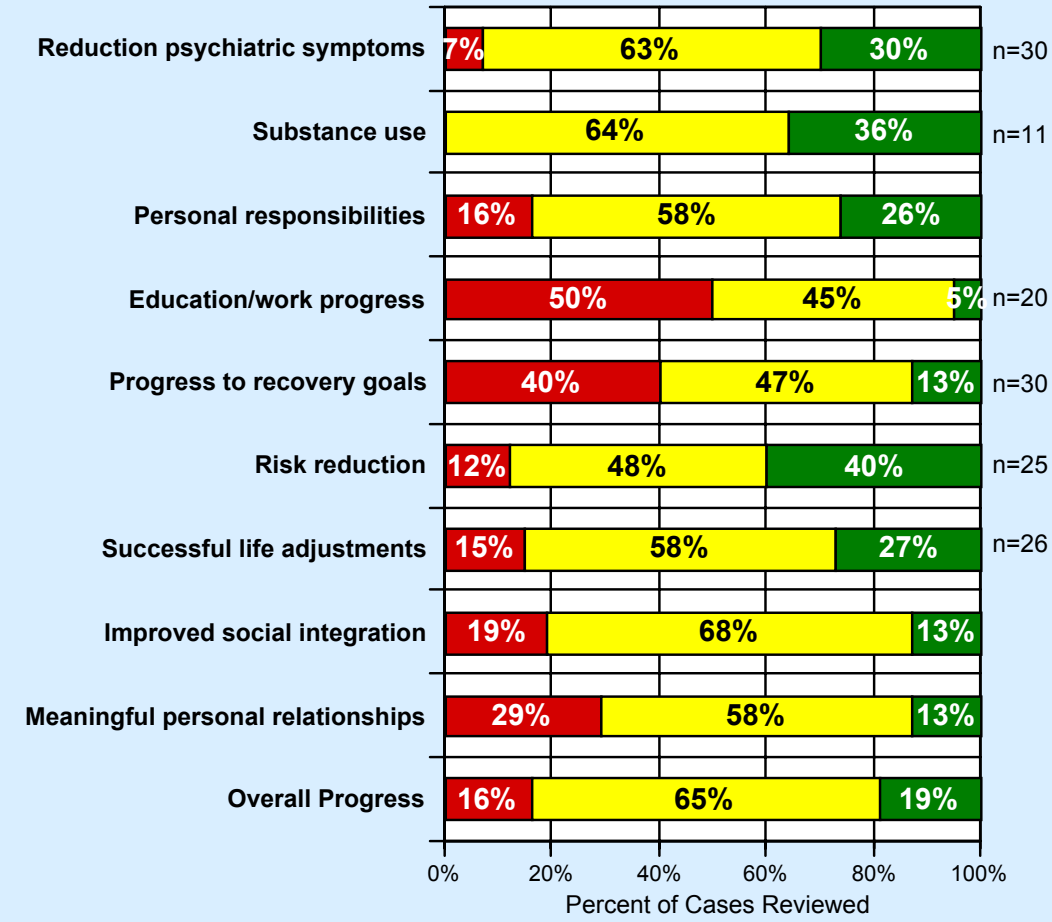

Participant's Status
Well-being/Life Activities
Health/physical well-being
81%
Substance use
71%
Mental health status
52%
Voice & role in decisions
77%
Edu./career preparations
13%
Work
33%
Recovery activities
27%
Person's Overall Status
74%
n=14
n=15
n=18
n=30
0%
20%
40%
60%
80%
100%
IN Adult Review May 2006
Percent acceptable cases

Participant's Recent Progress



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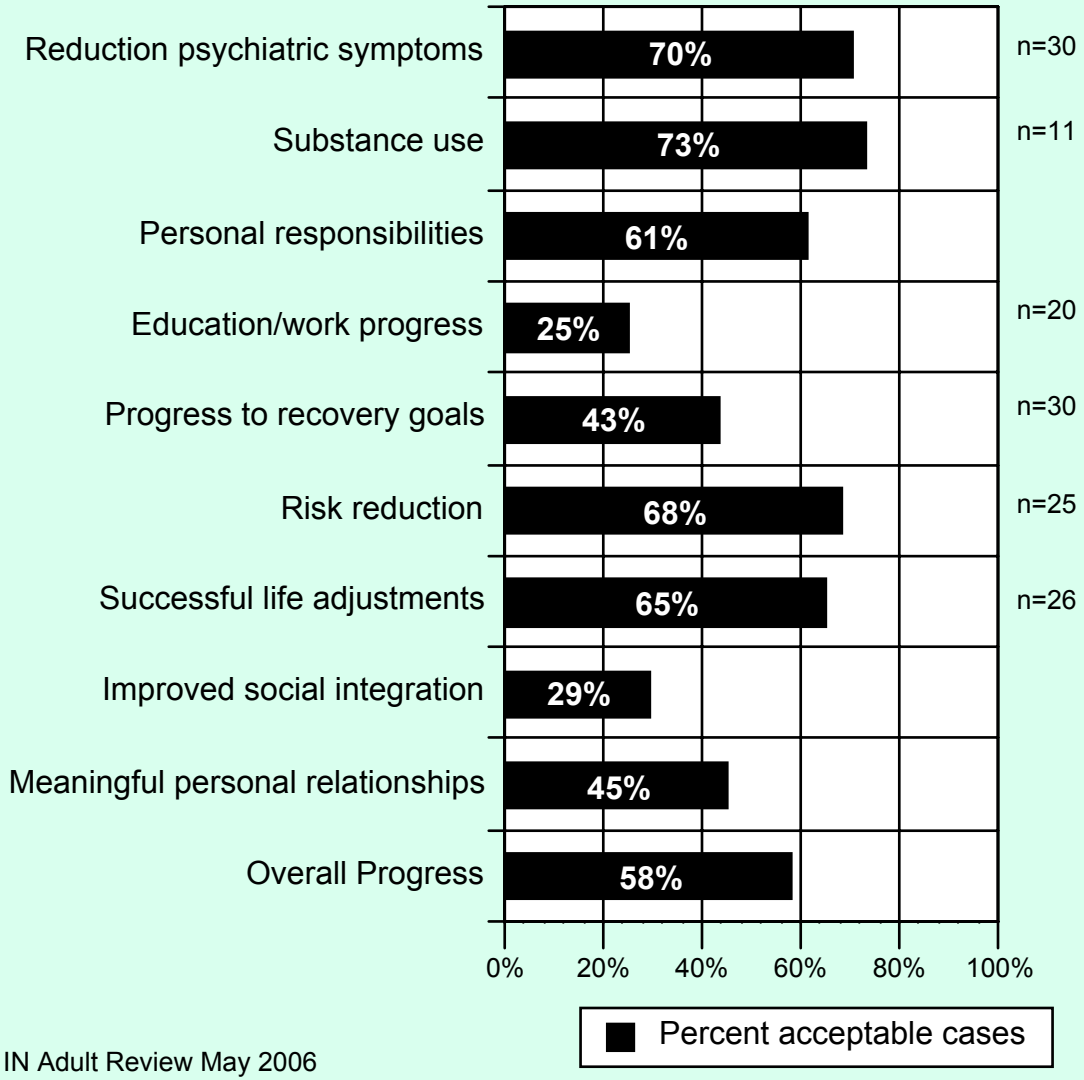
Participant's Recent Progress



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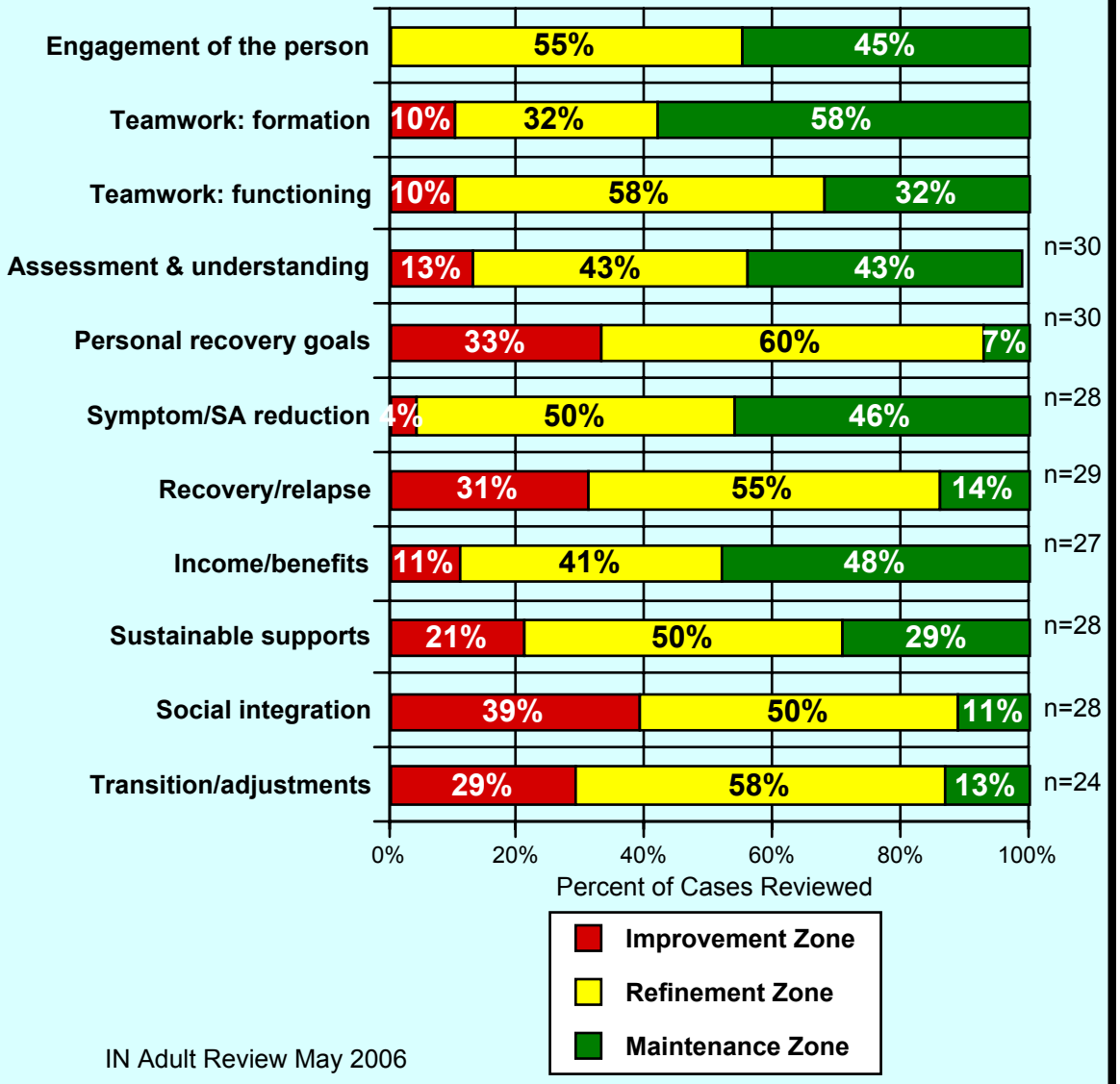
Practice Performance
Planning Treatment & Support



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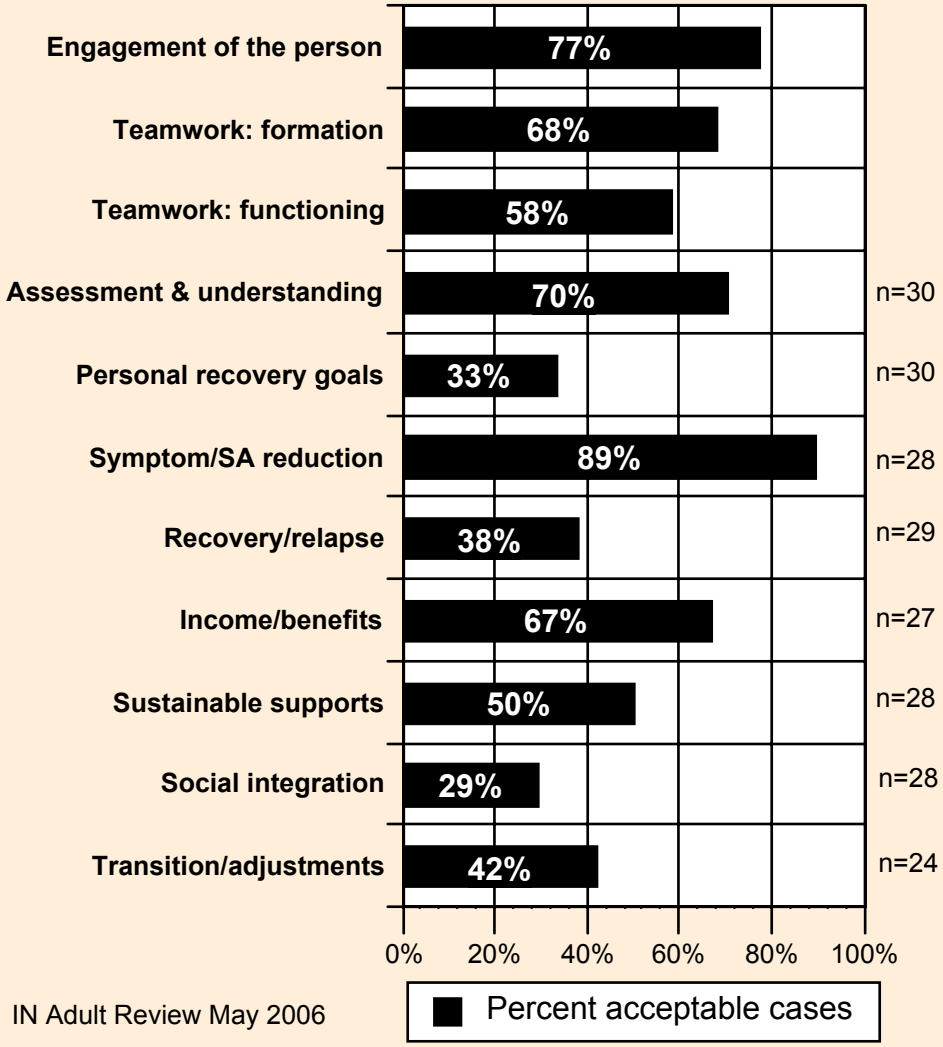
Practice Performance
Planning Treatment & Support



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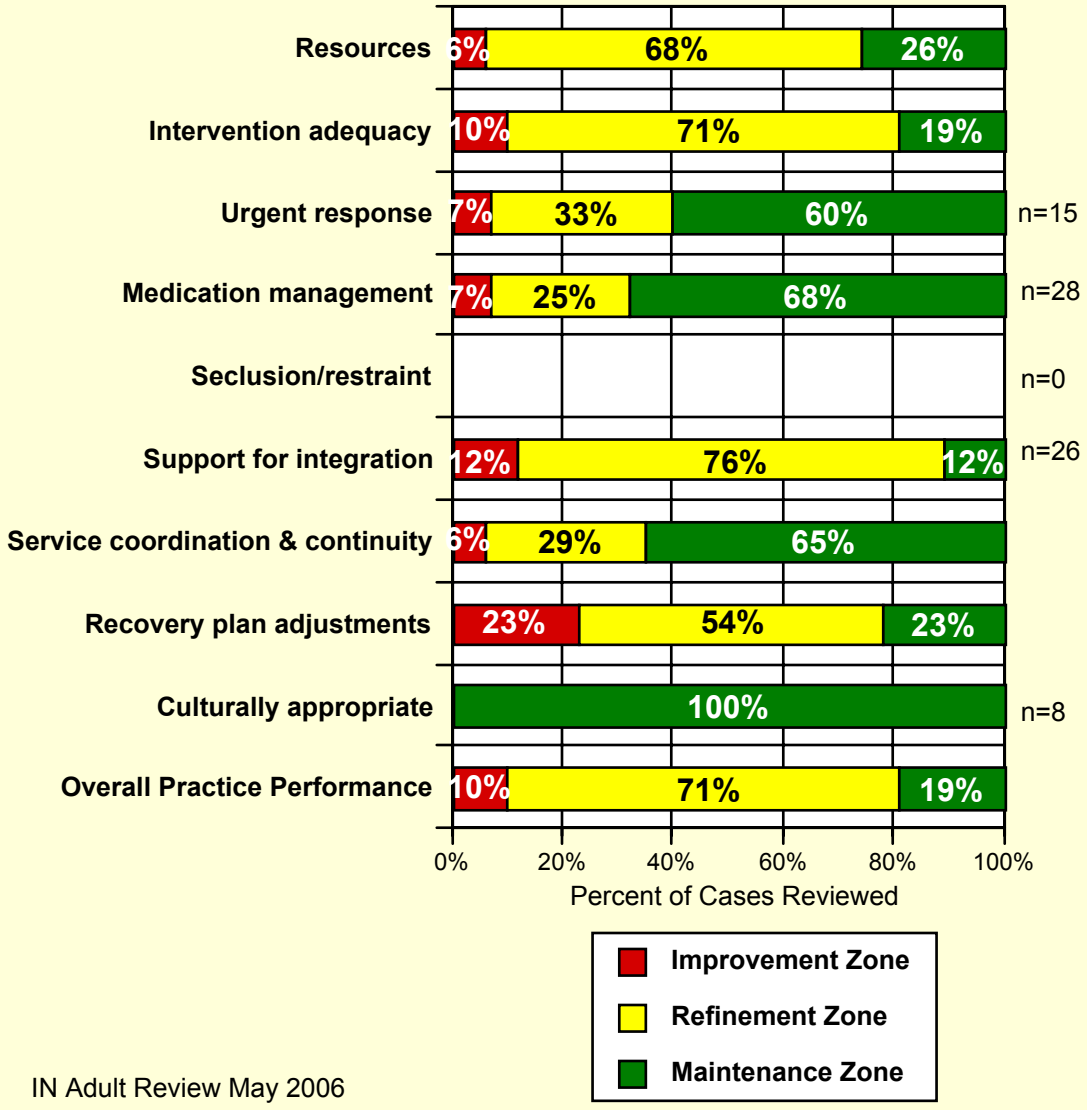
Practice Performance
Providing and Managing Treatment



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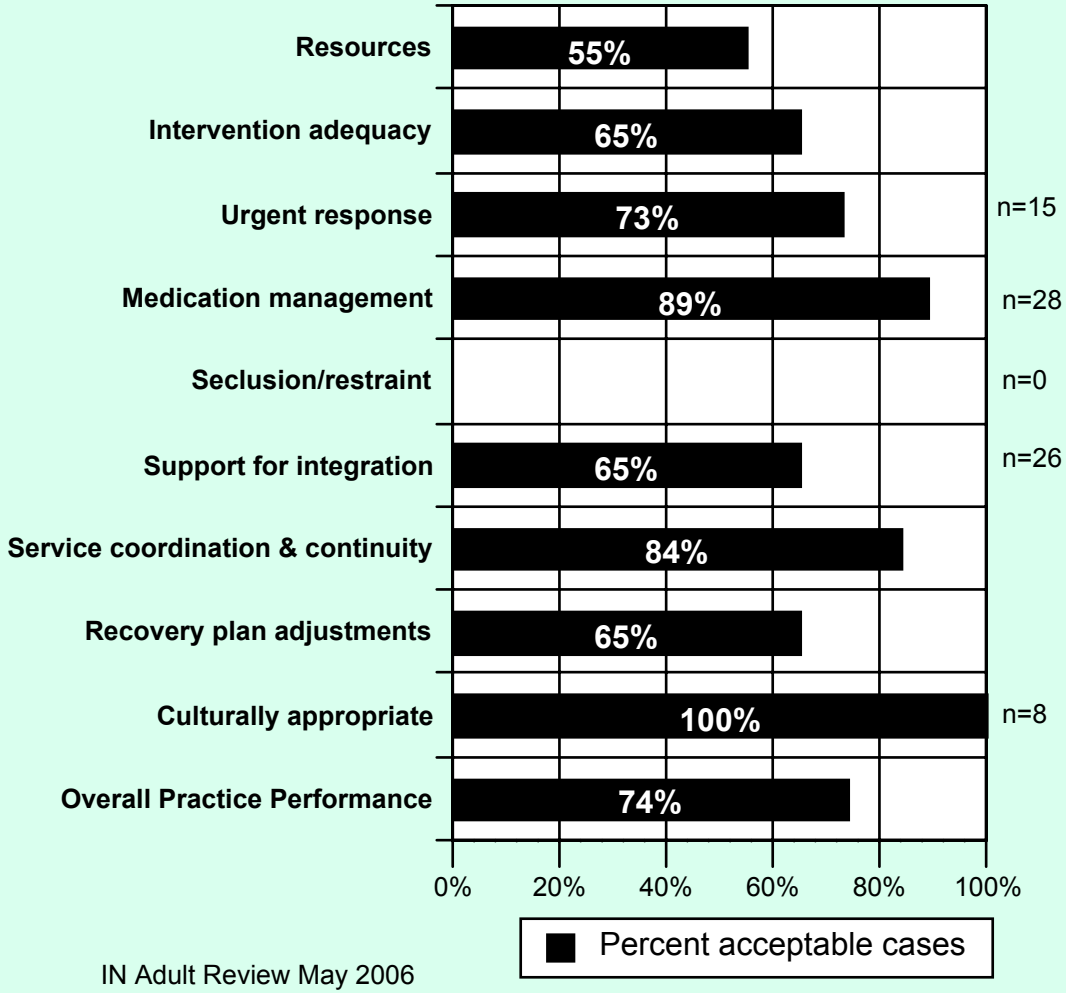
Practice Performance
Providing and Managing Treatment



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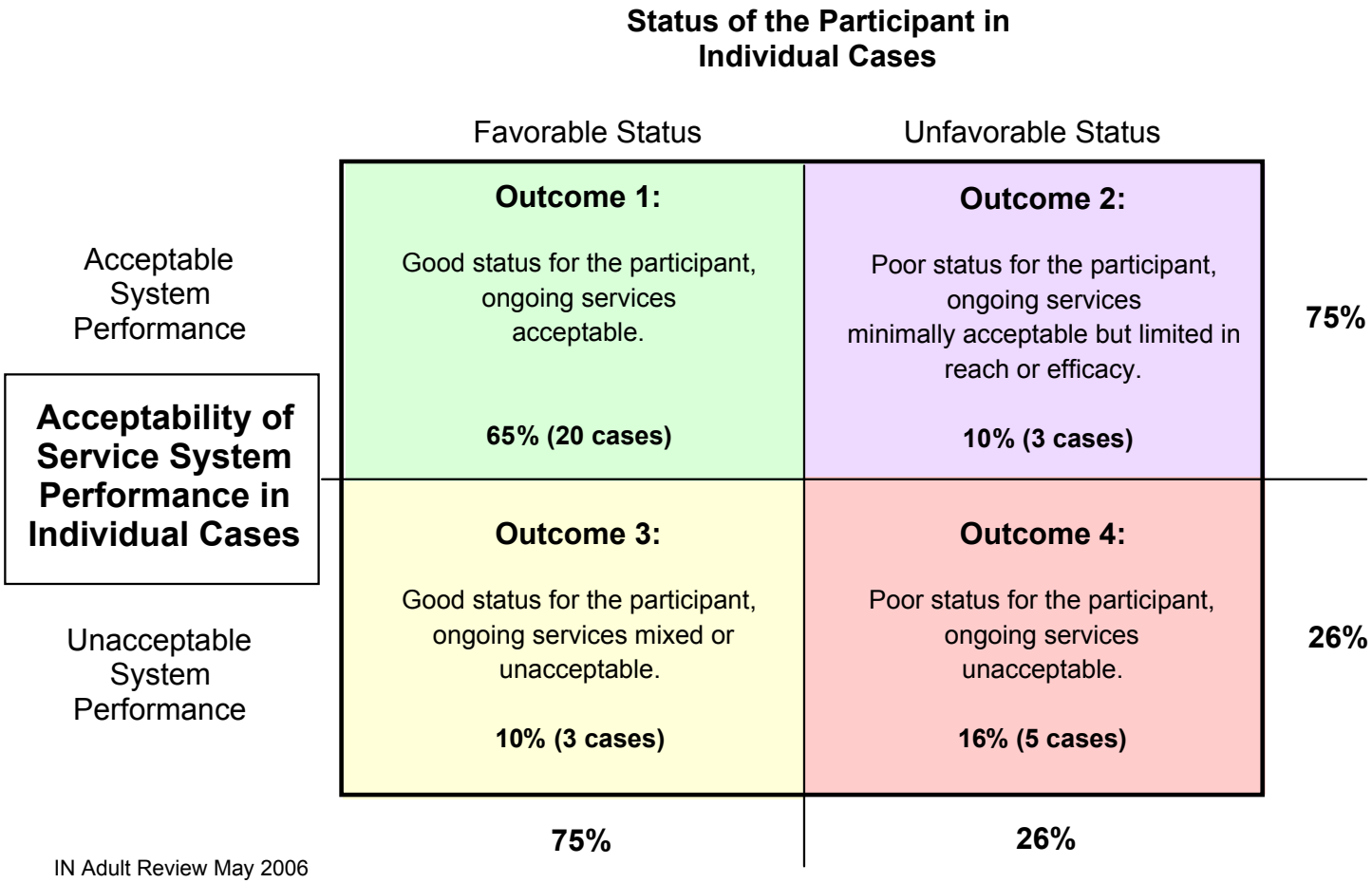
Case Review Outcome Categories



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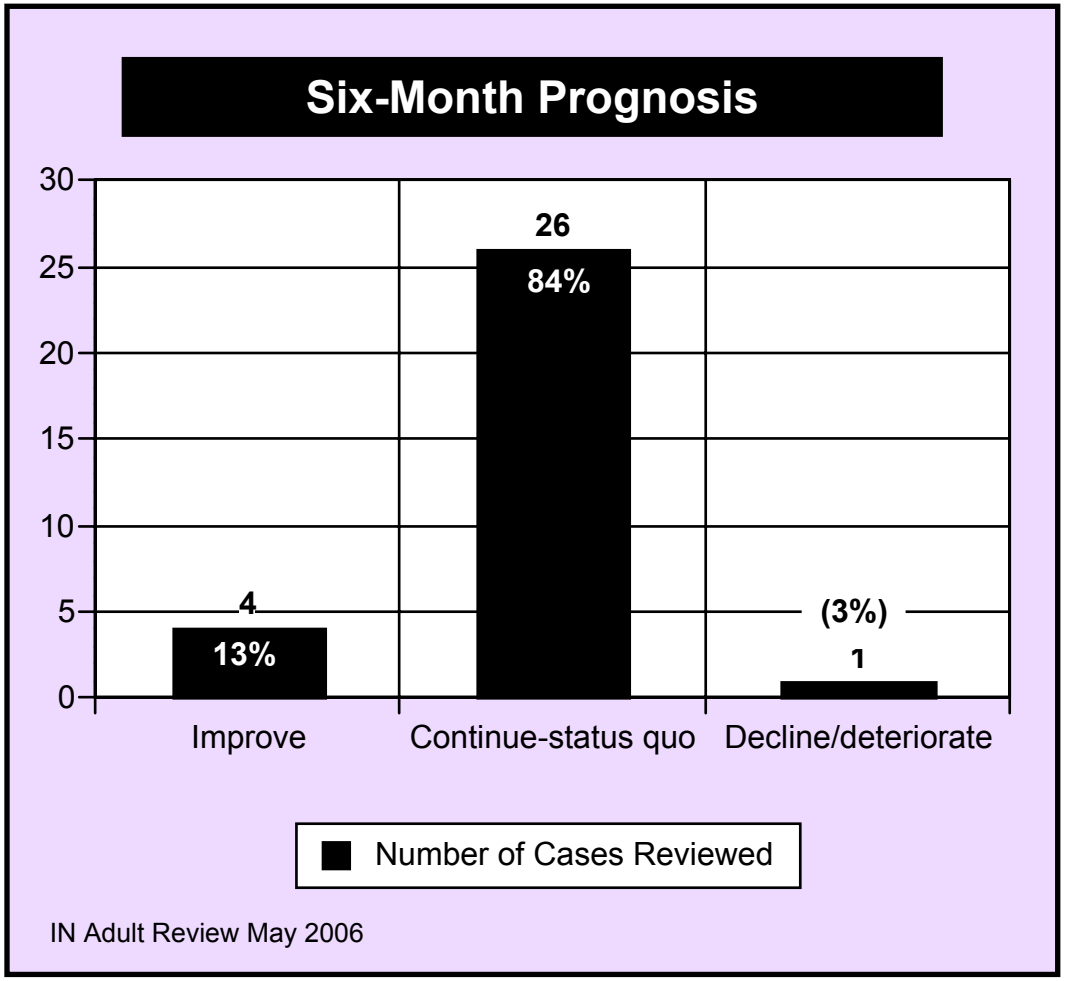
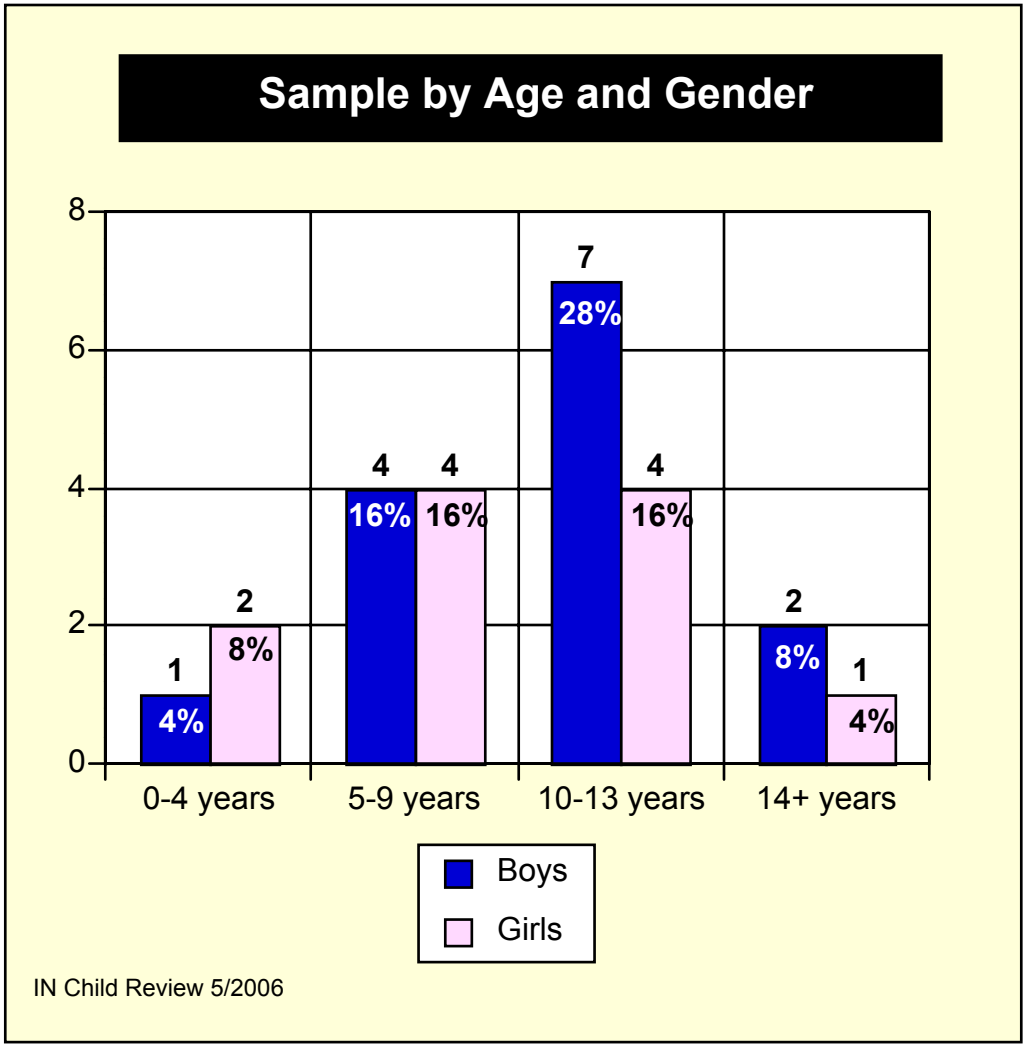

Six-Month Prognosis
30
25
20
15
10
5
0
26
84%
4
13%
(3%)
1
Improve
Continue-status quo
Decline/deteriorate
Number of Cases Reviewed
IN Adult Review May 2006

Results of Child CSR N=25



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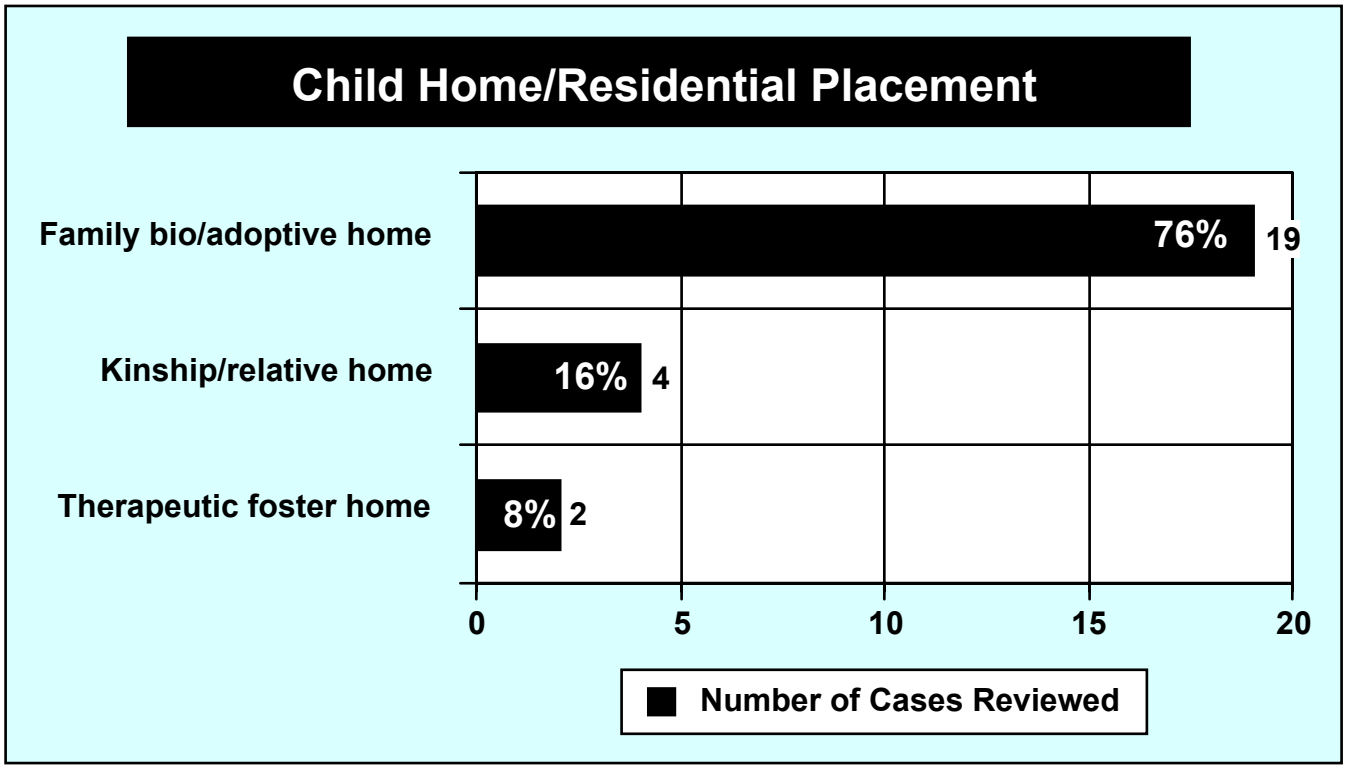

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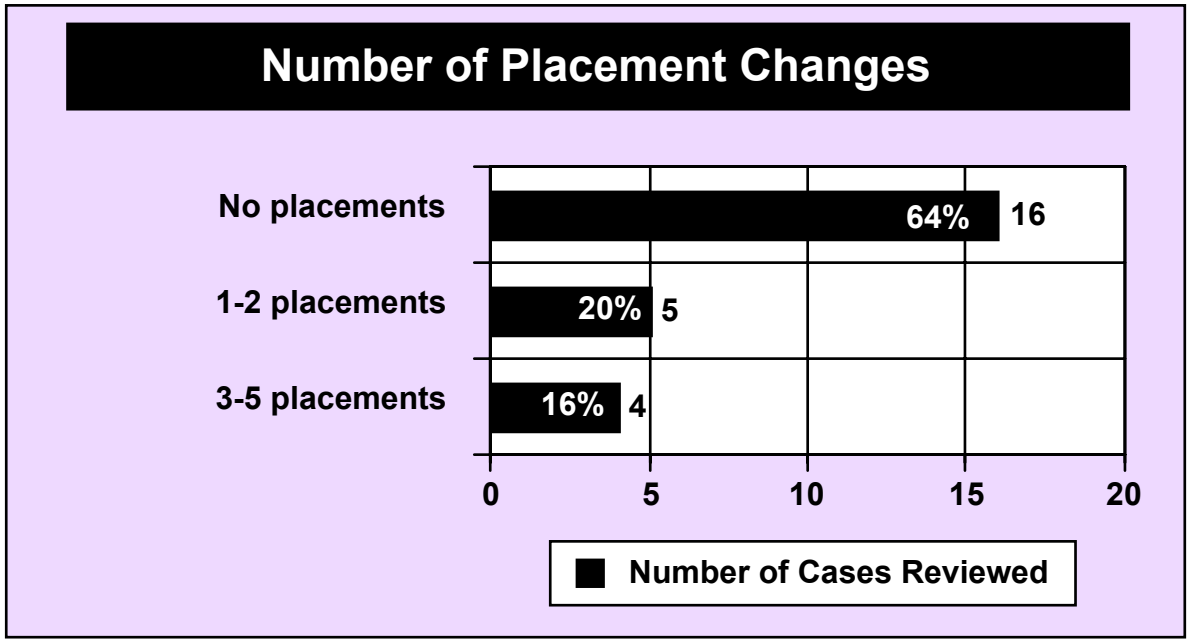

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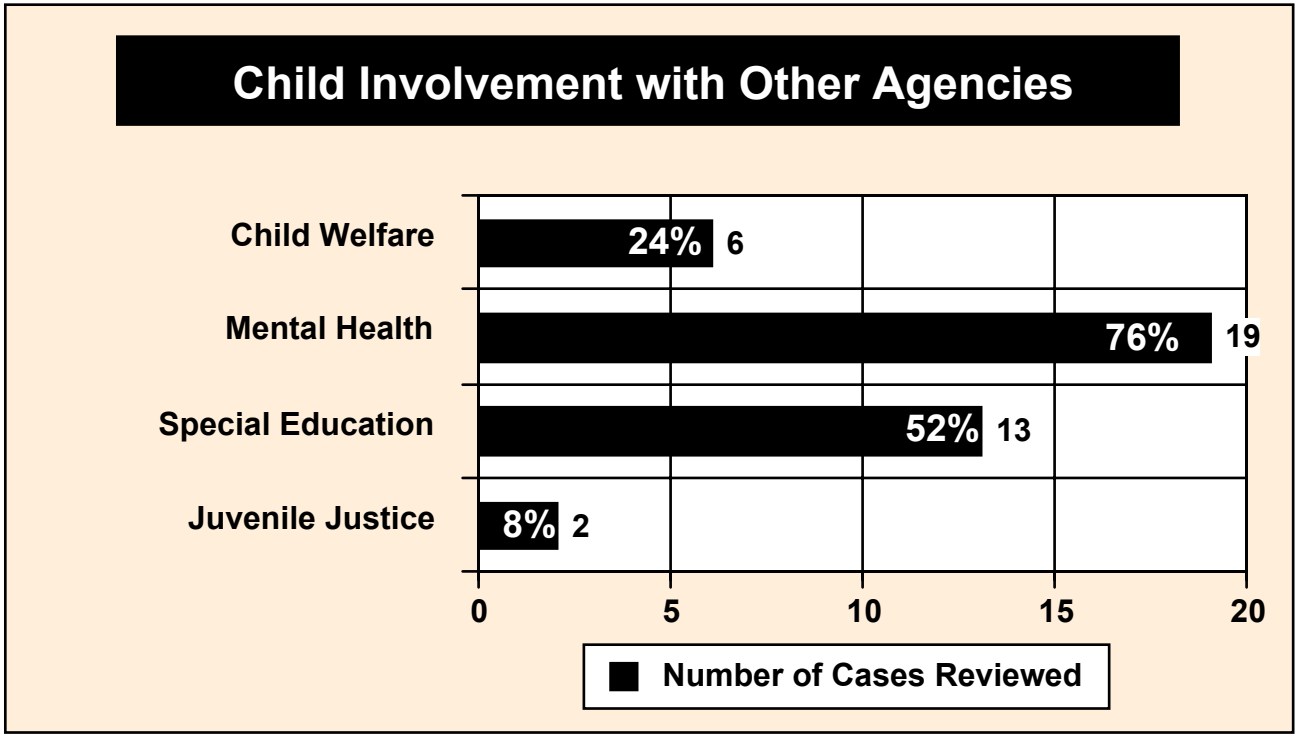

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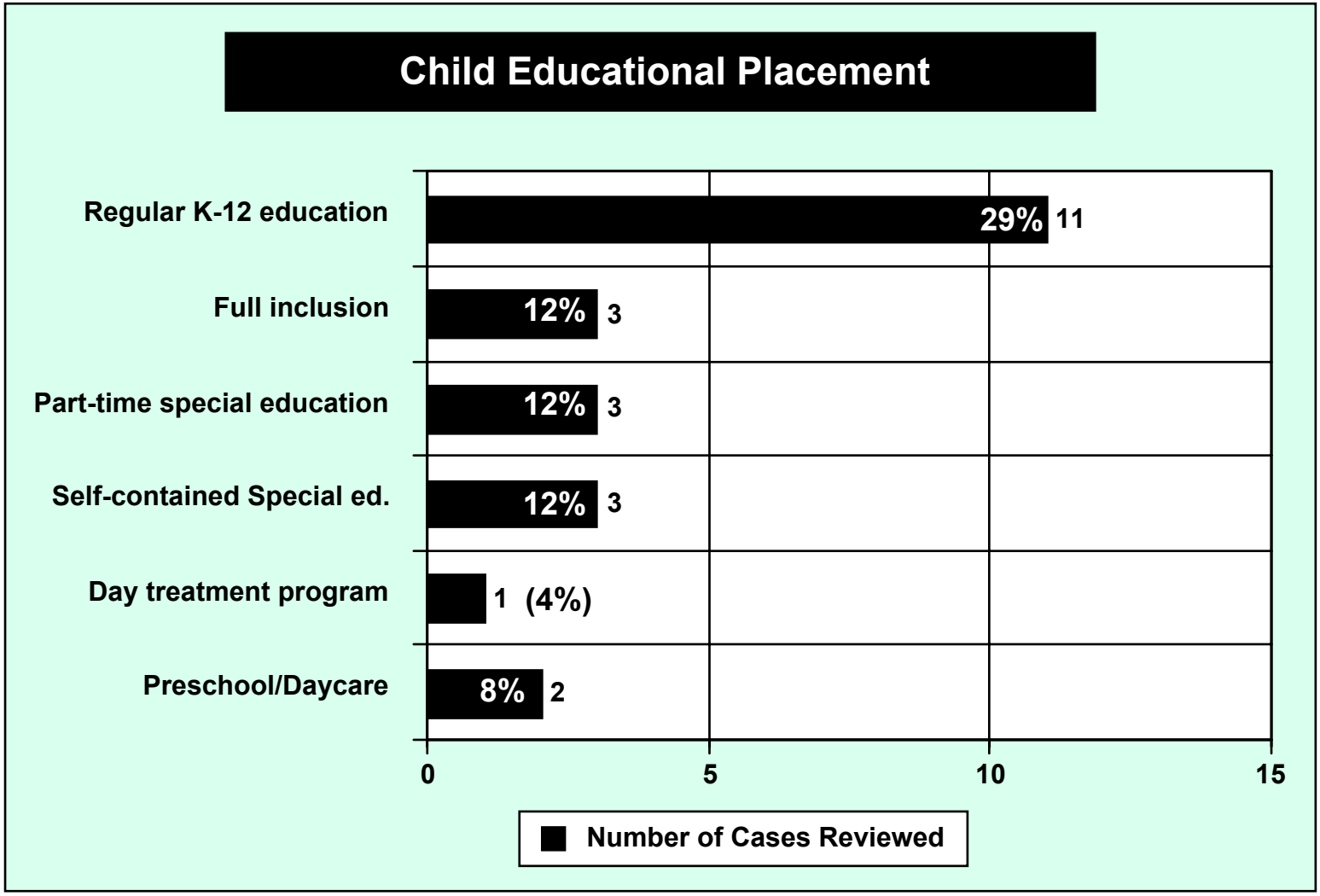
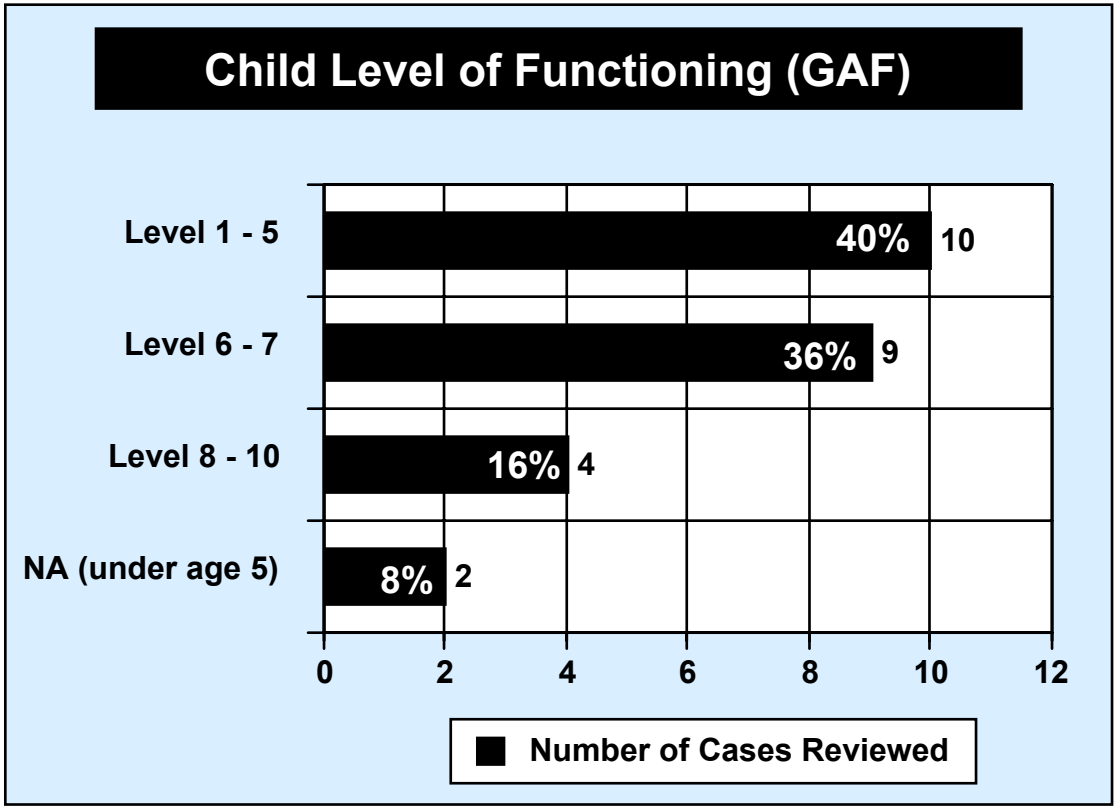
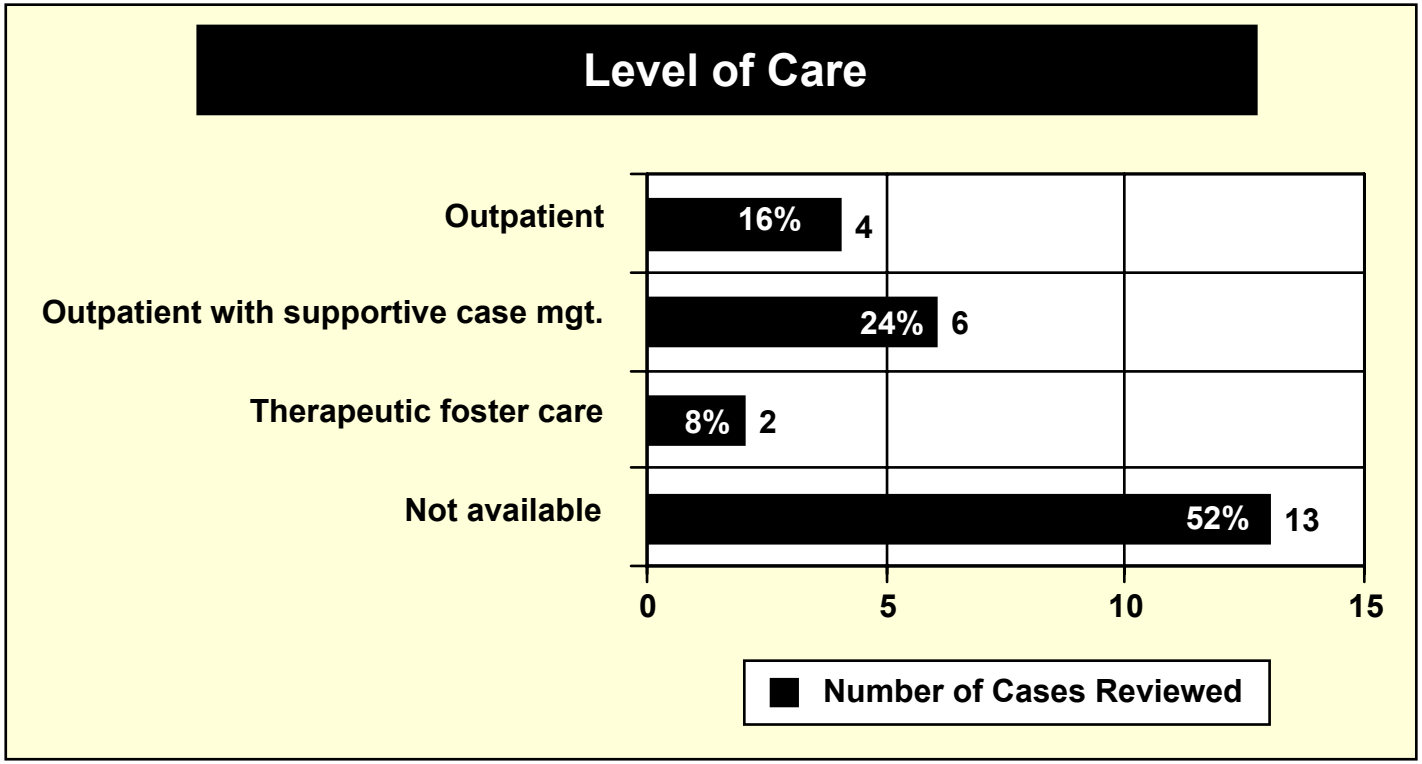

Child Educational Placement
Regular K-12 education
29%
11
Full inclusion
12%
3
Part-time special education
12%
3
Self-contained Special ed.
12%
3
Day treatment program
1 (4%)
Preschool/Daycare
8%
2
0
5
10
15
Number of Cases Reviewed



IN Child Review 5/2006



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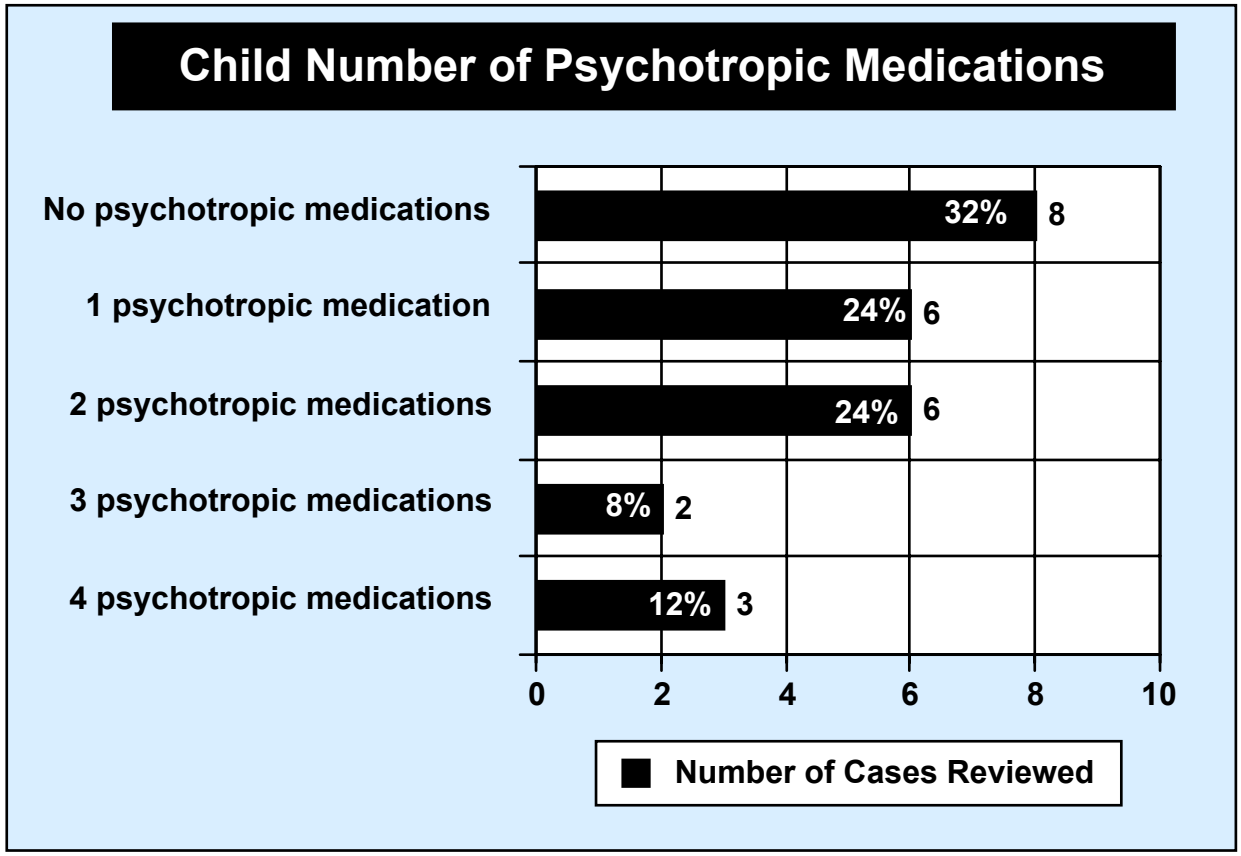
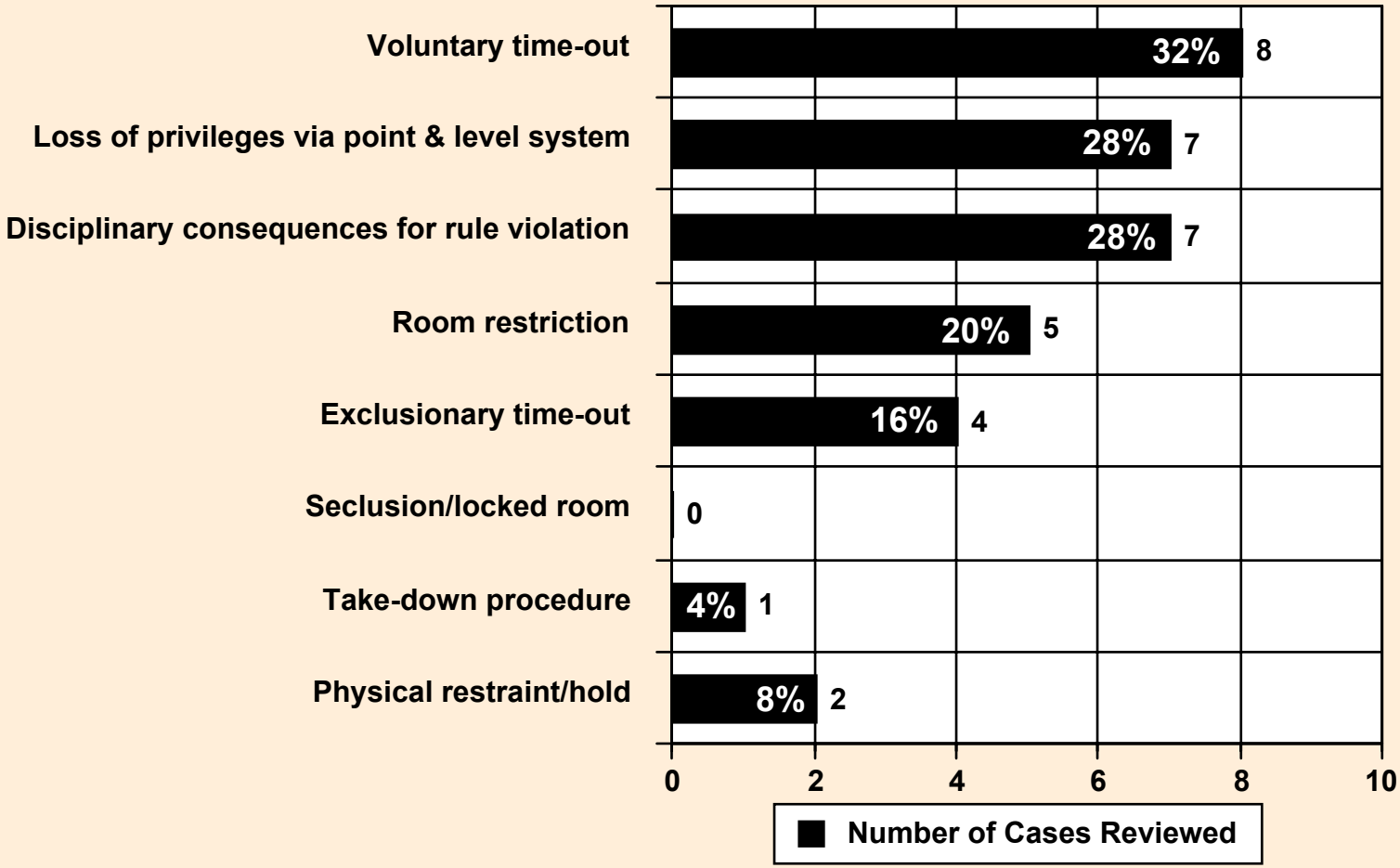


IN Child Review 5/2006

Child Special Procedures



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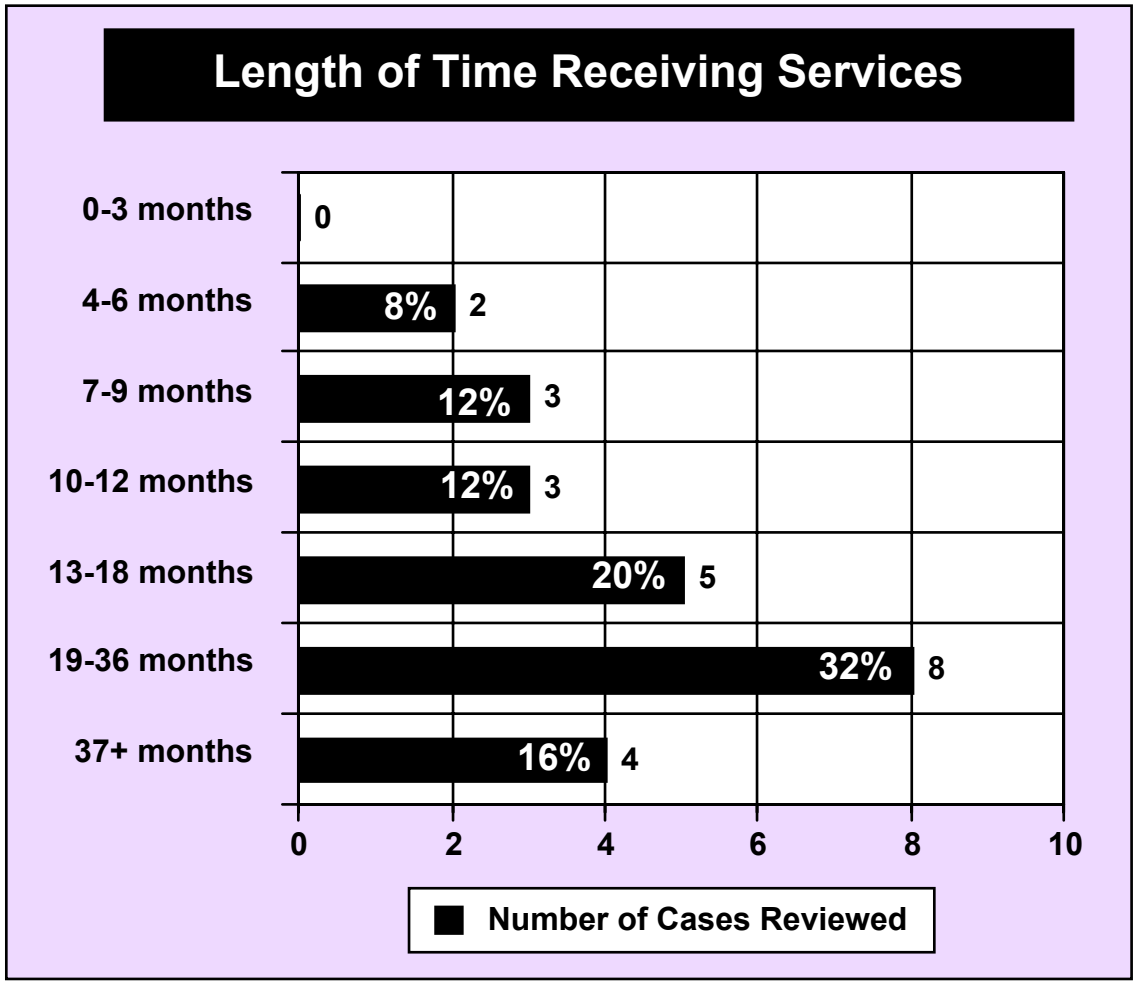

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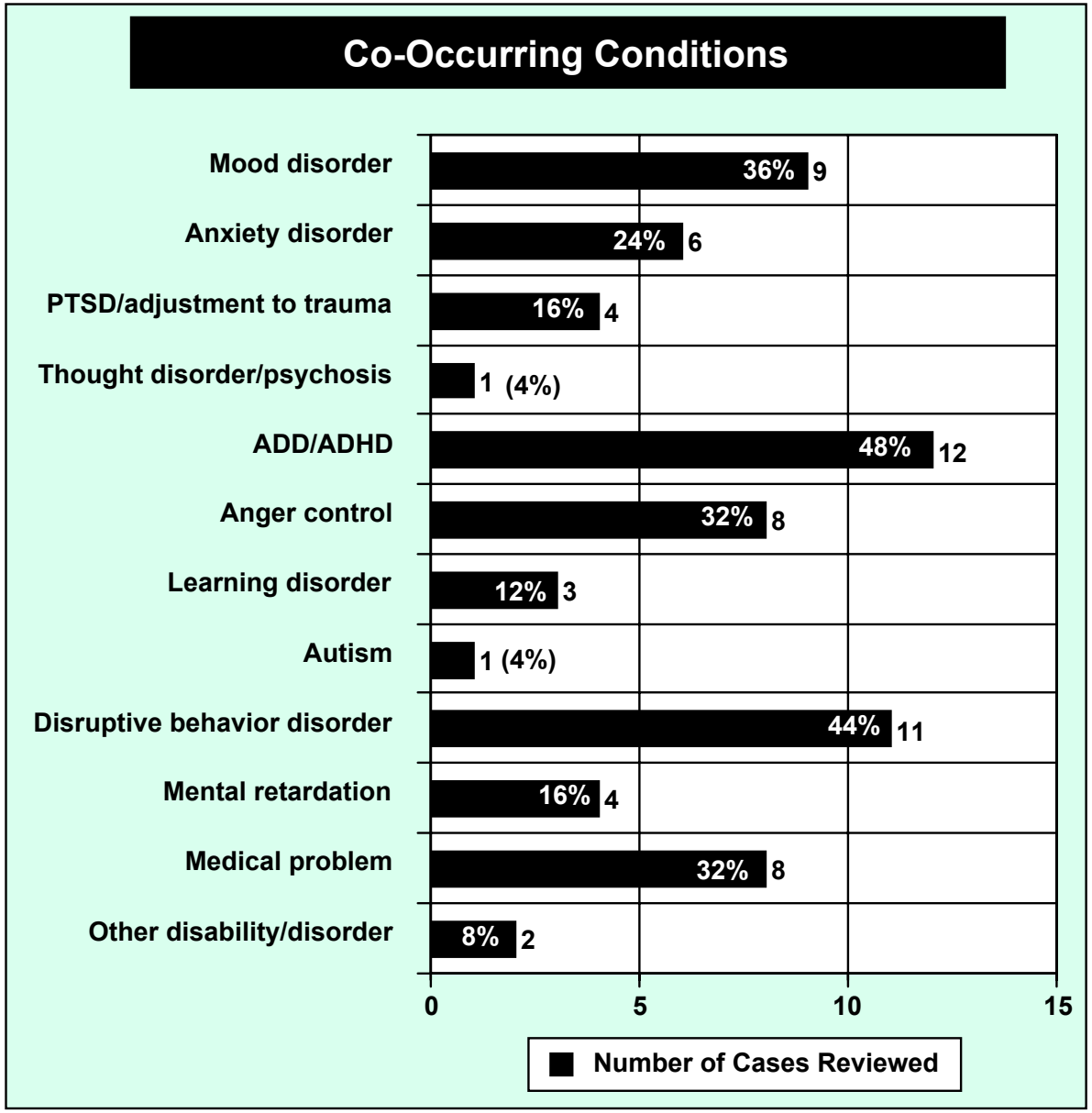

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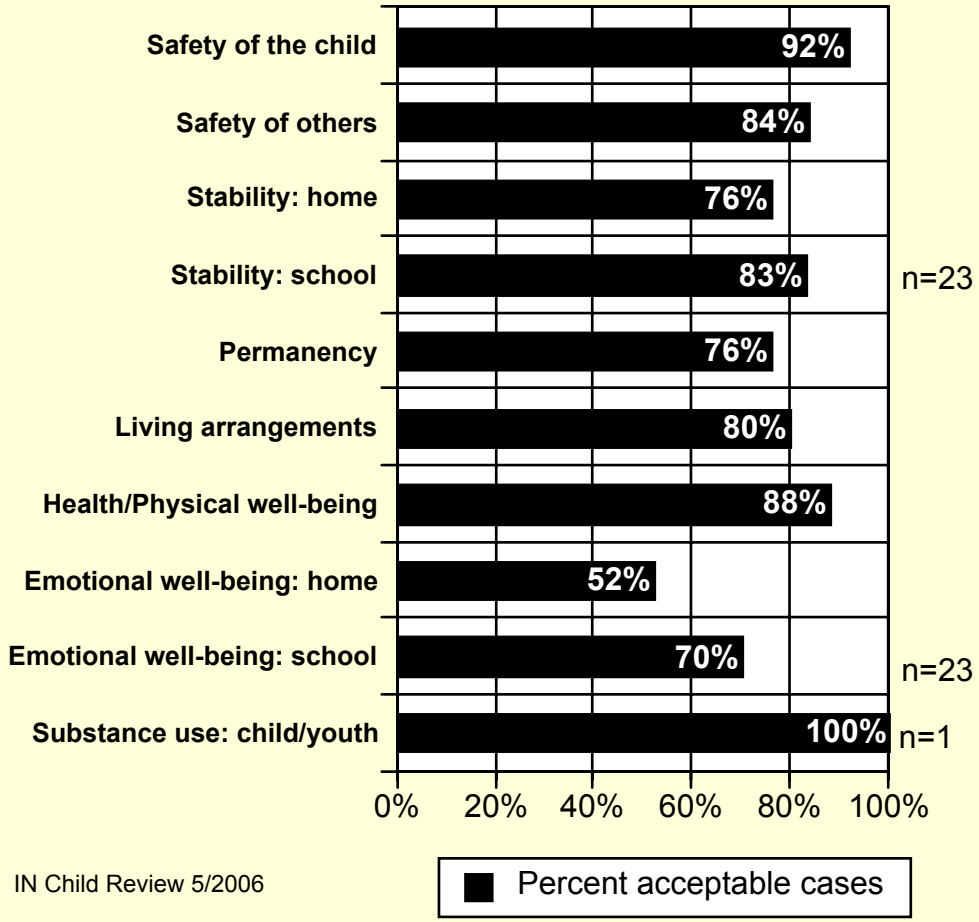
Child Status
Safety and Permanency



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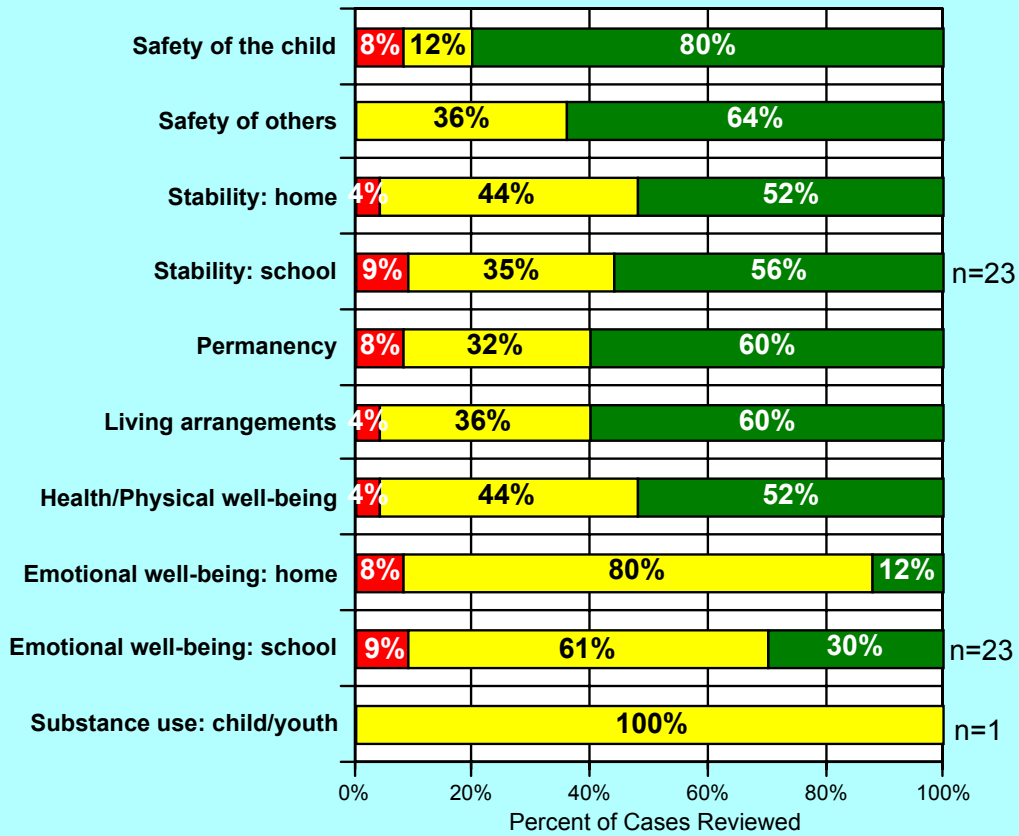
Child Status
Safety and Permanency



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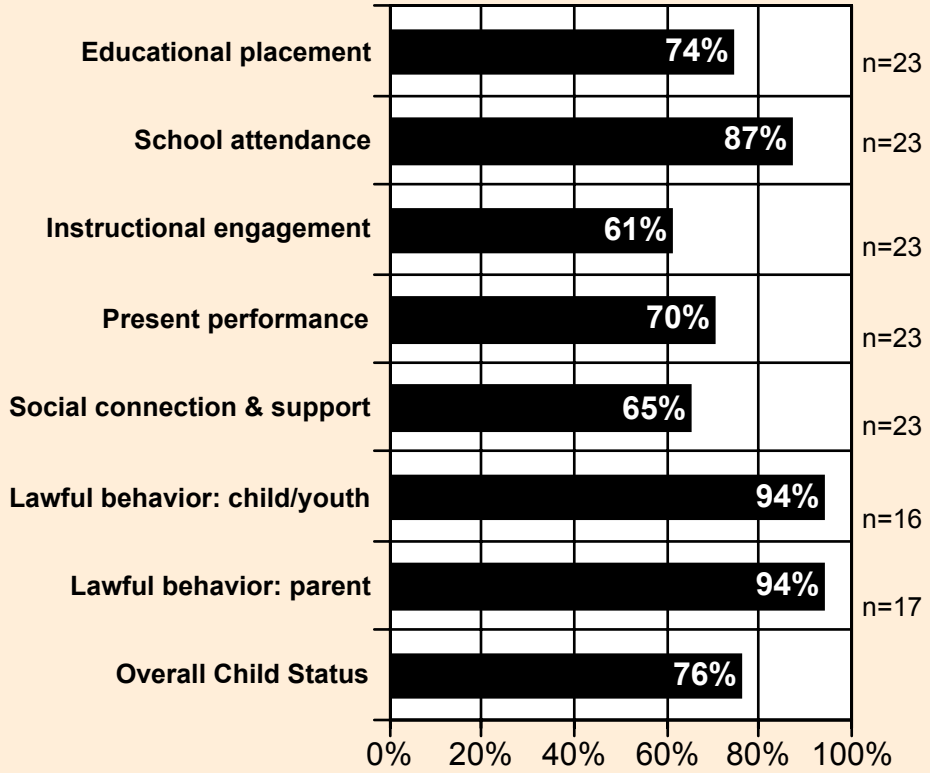
Child Status
Developing Life Skills



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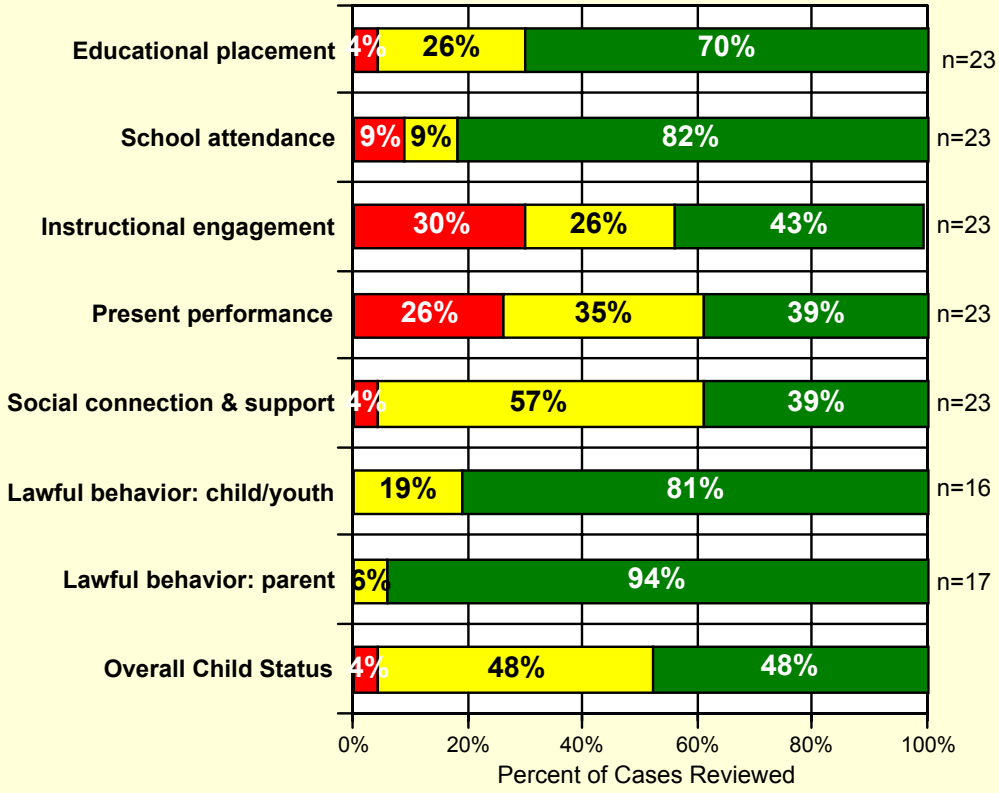
Child Status
Developing Life Skills



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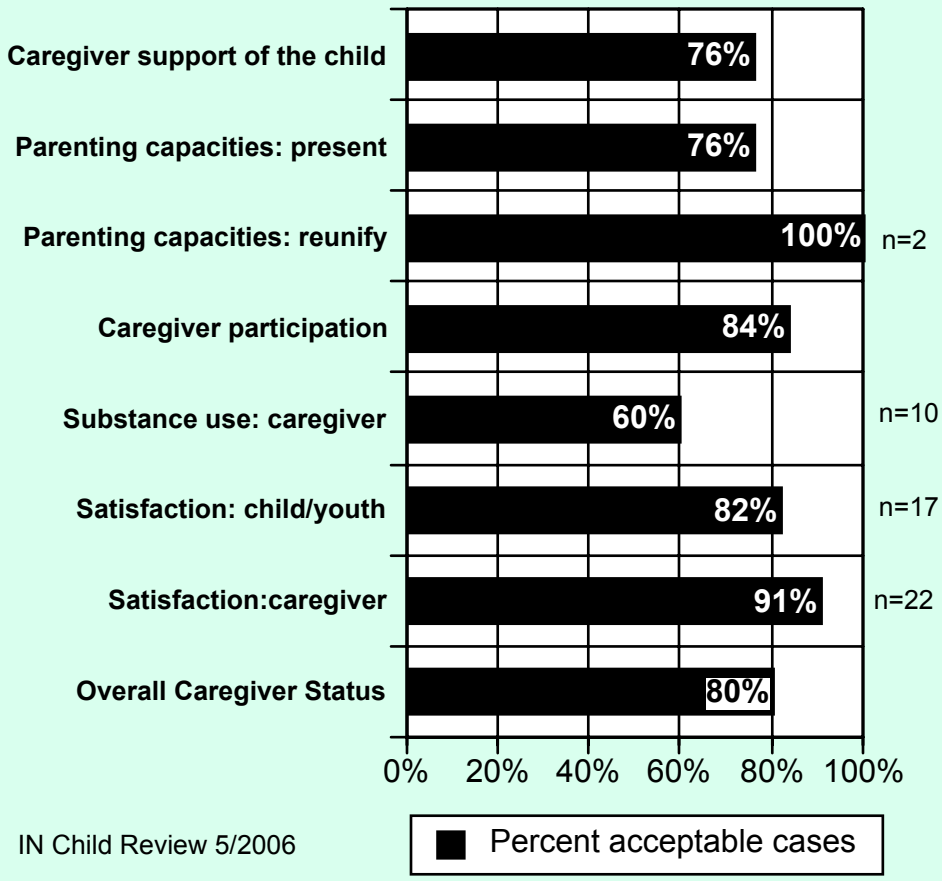
Parent/Caregiver Status



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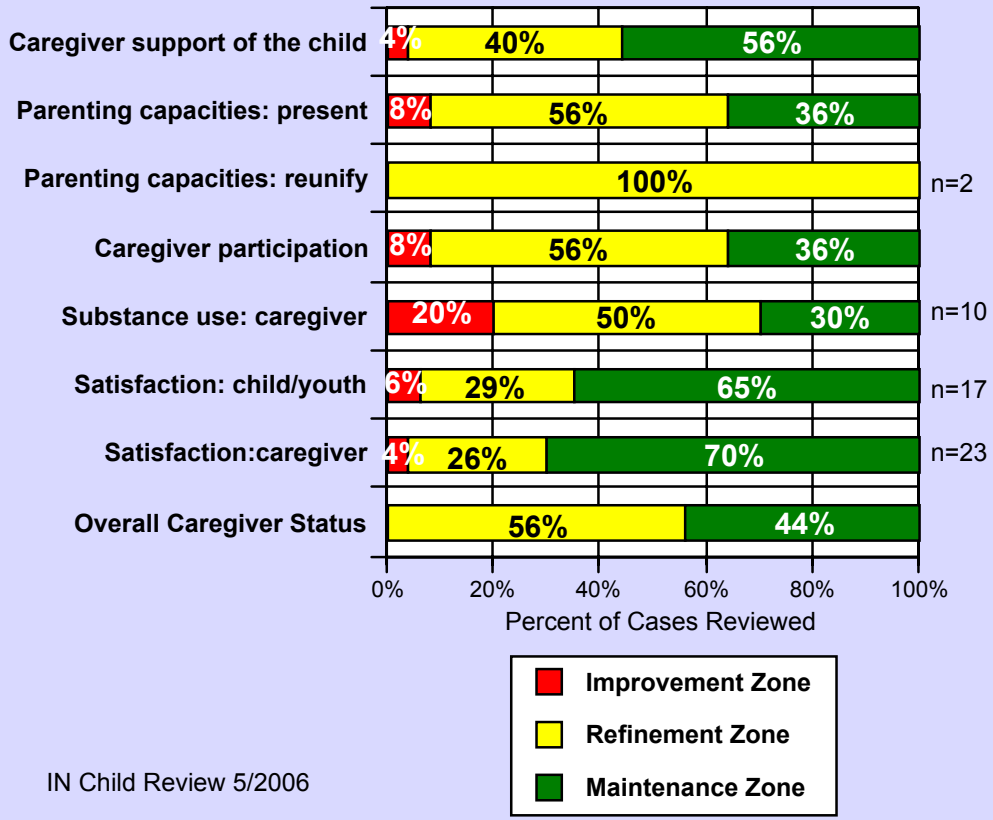
Caregiver Status
Family/Caregiver



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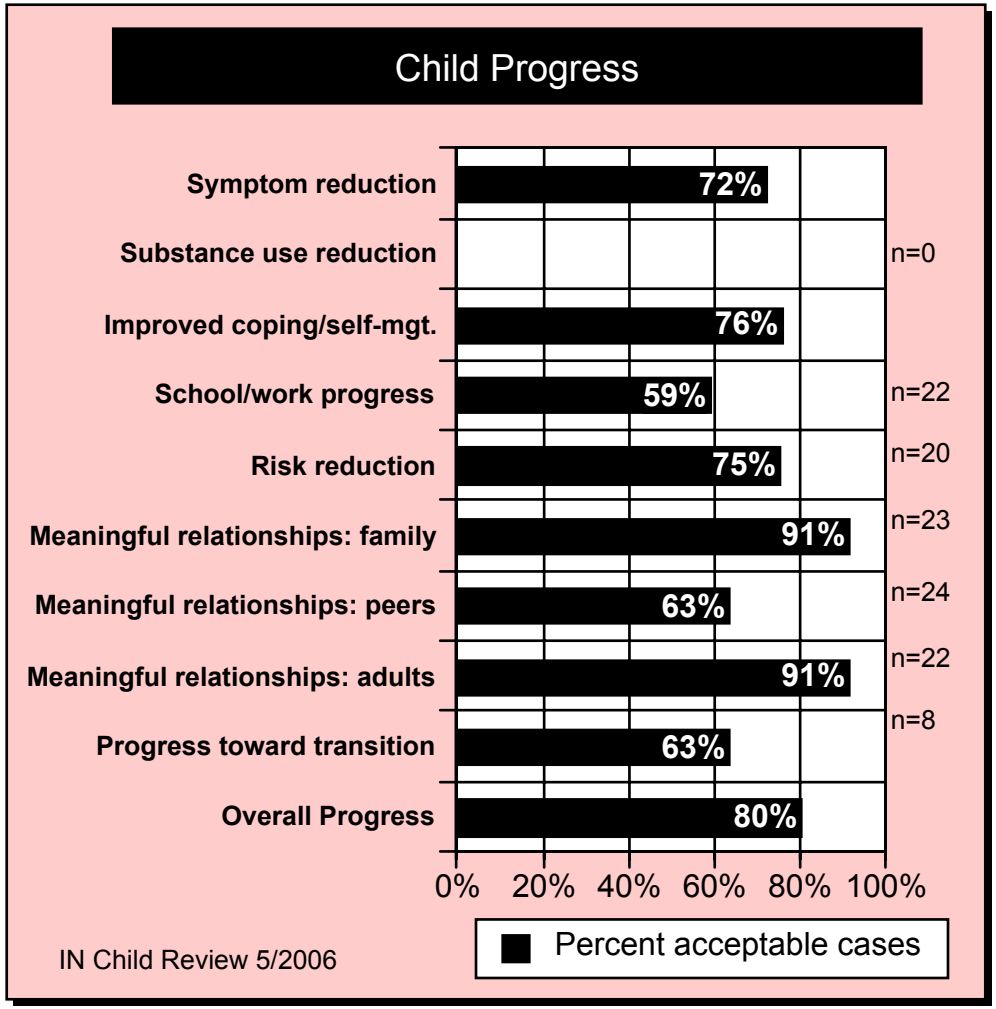
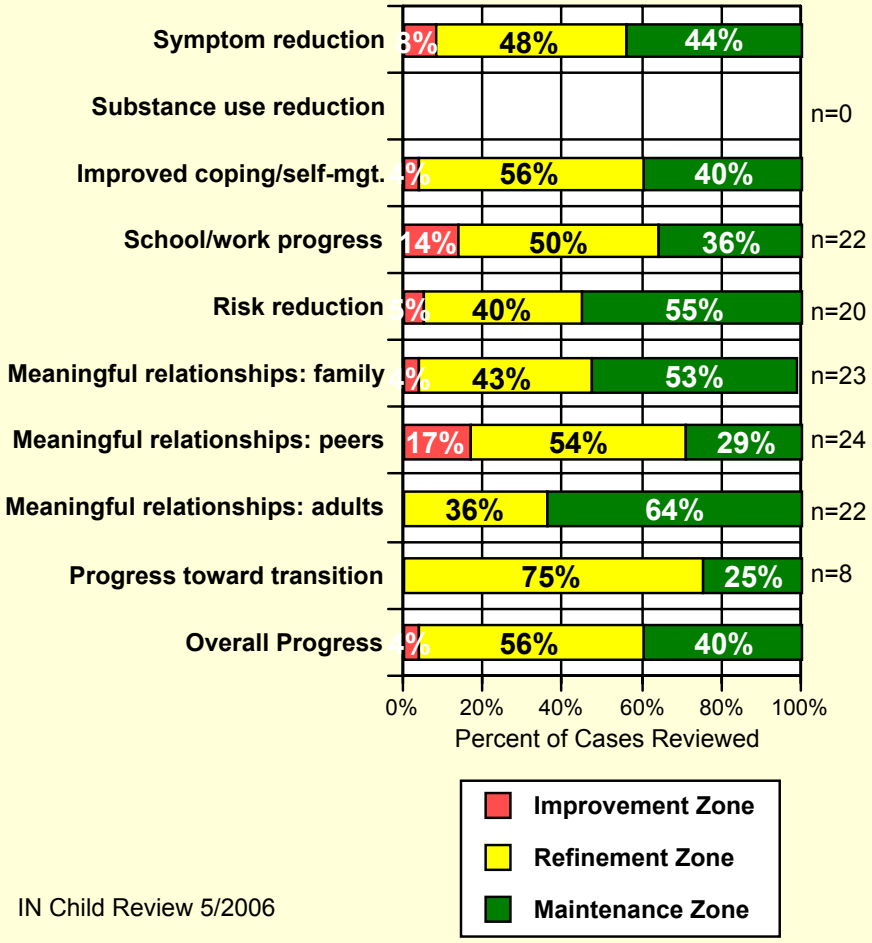

Child Progress
Symptom reduction
72%
Substance use reduction
n=0
Improved coping/self-mgt.
76%
School/work progress
59%
n=22
Risk reduction
75%
n=20
Meaningful relationships: family
91%
n=23
Meaningful relationships: peers
63%
n=24
Meaningful relationships: adults
91%
n=22
Progress toward transition
63%
n=8
Overall Progress
80%
0% 20% 40% 60% 80% 100%
Percent acceptable cases
IN Child Review 5/2006

Child Progress



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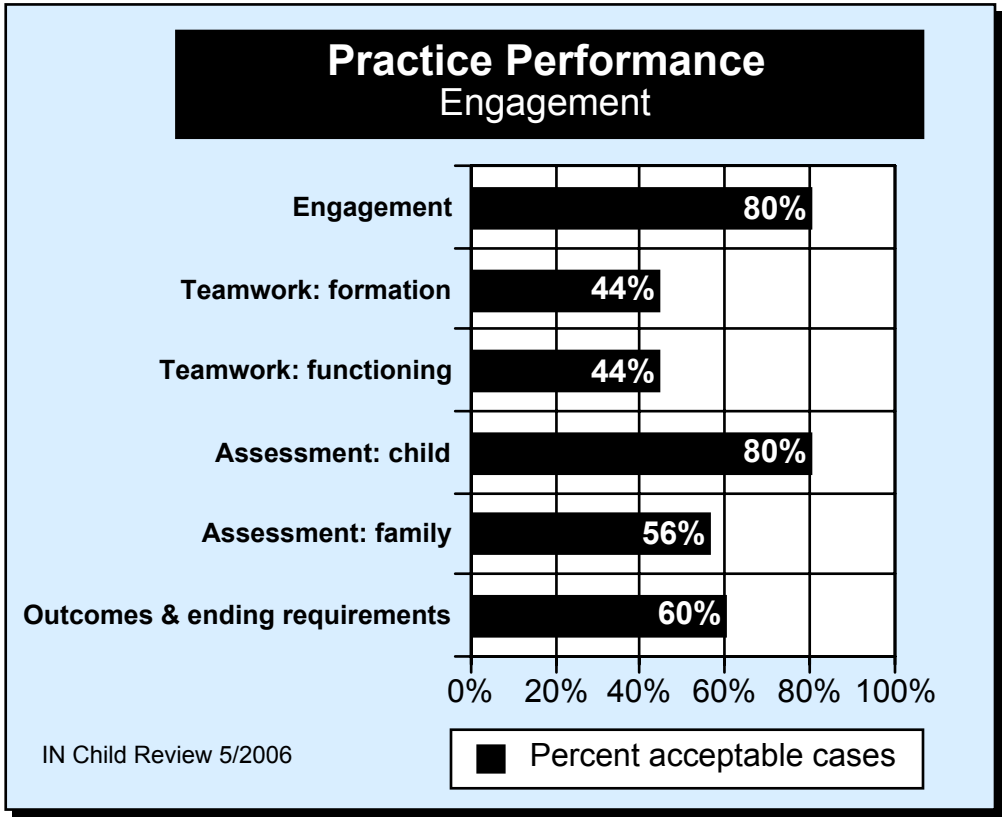
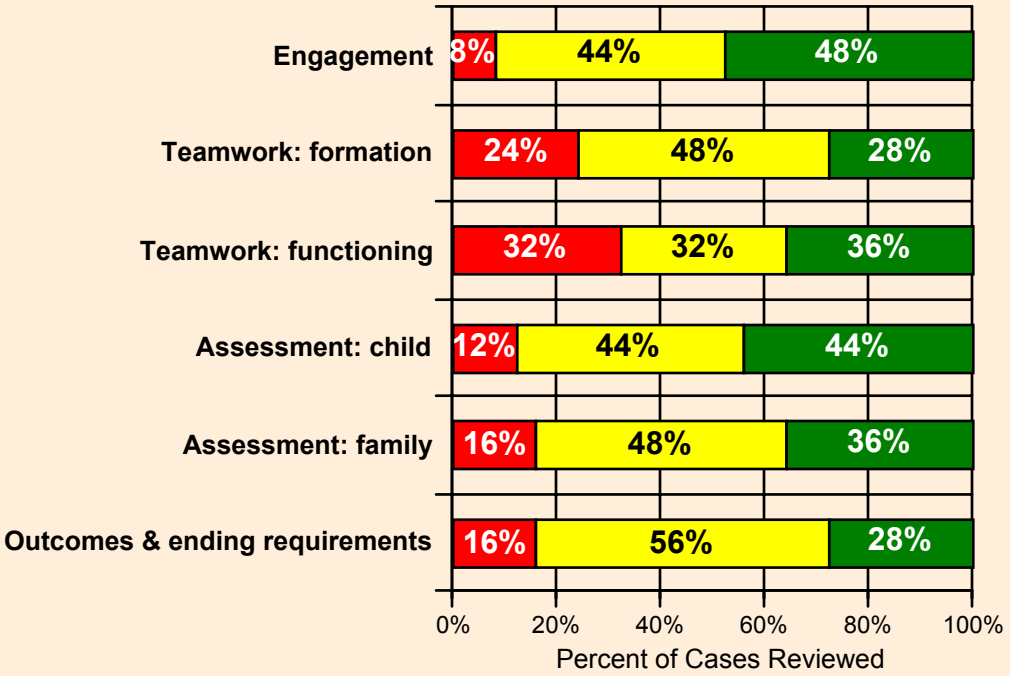

Practice Performance
Engagement
Engagement
80%
Teamwork: formation
44%
Teamwork: functioning
44%
Assessment: child
80%
Assessment: family
56%
Outcomes & ending requirements
60%
0%
20%
40%
60%
80%
100%
IN Child Review 5/2006
Percent acceptable cases

Practice Performance
Engagement



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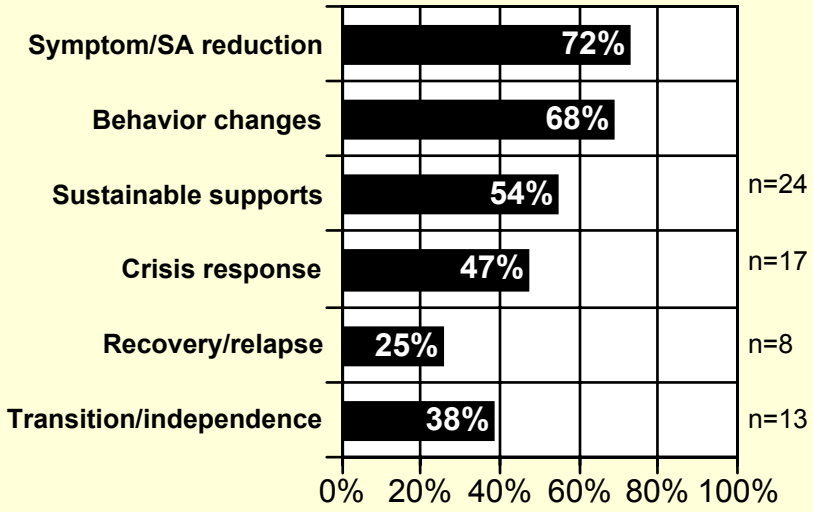
Practice Performance
Intervention Planning



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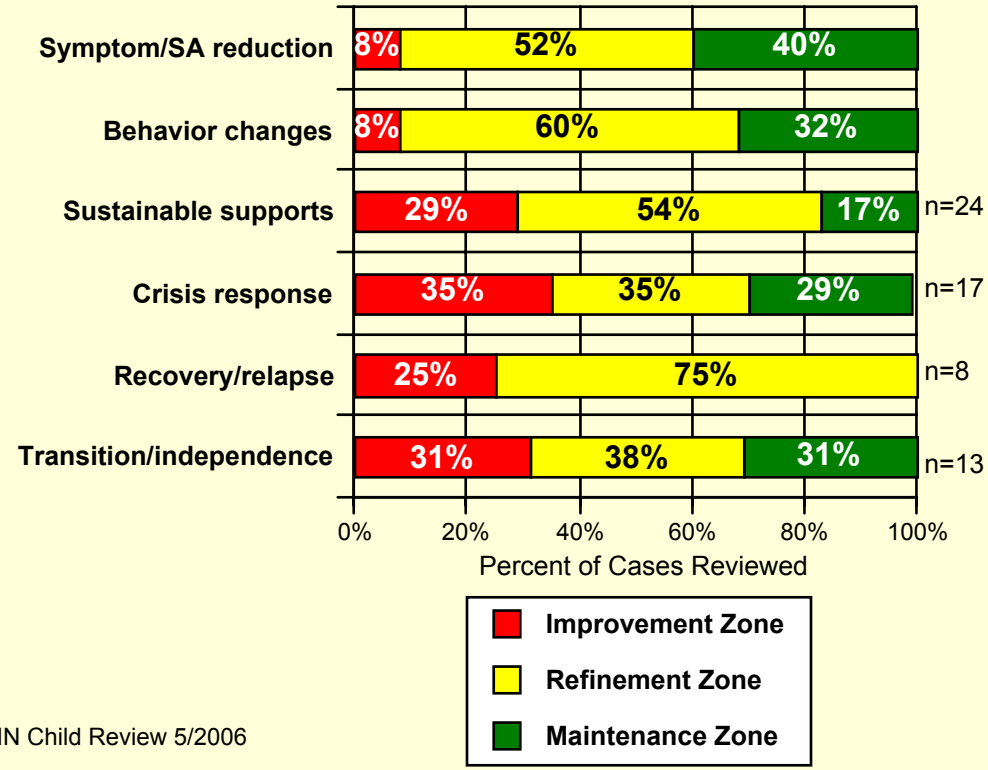
Practice Performance
Intervention Planning



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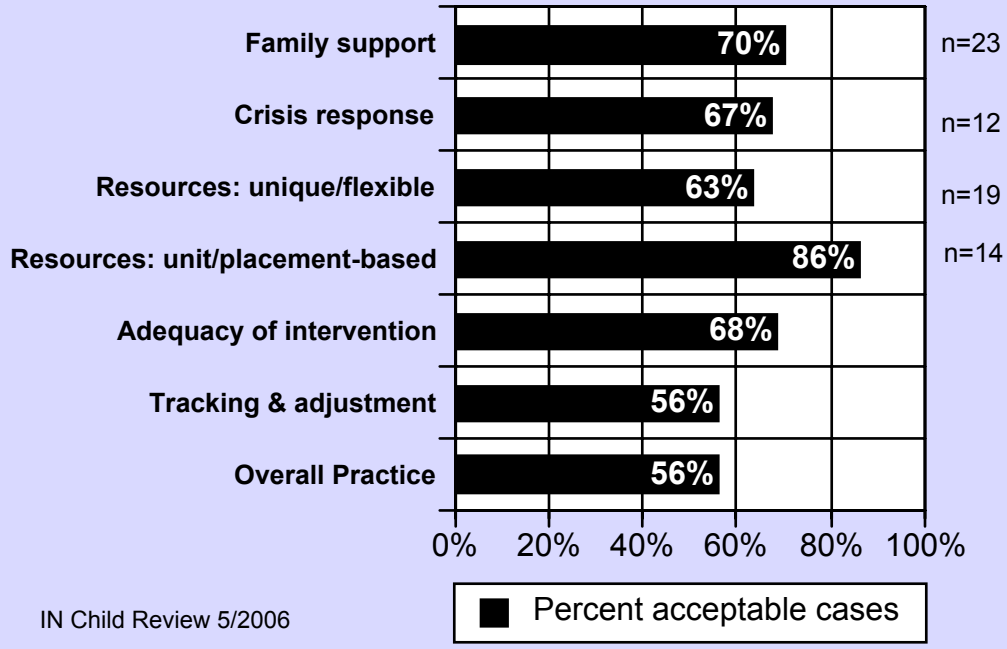
Practice Performance
Support & Resources



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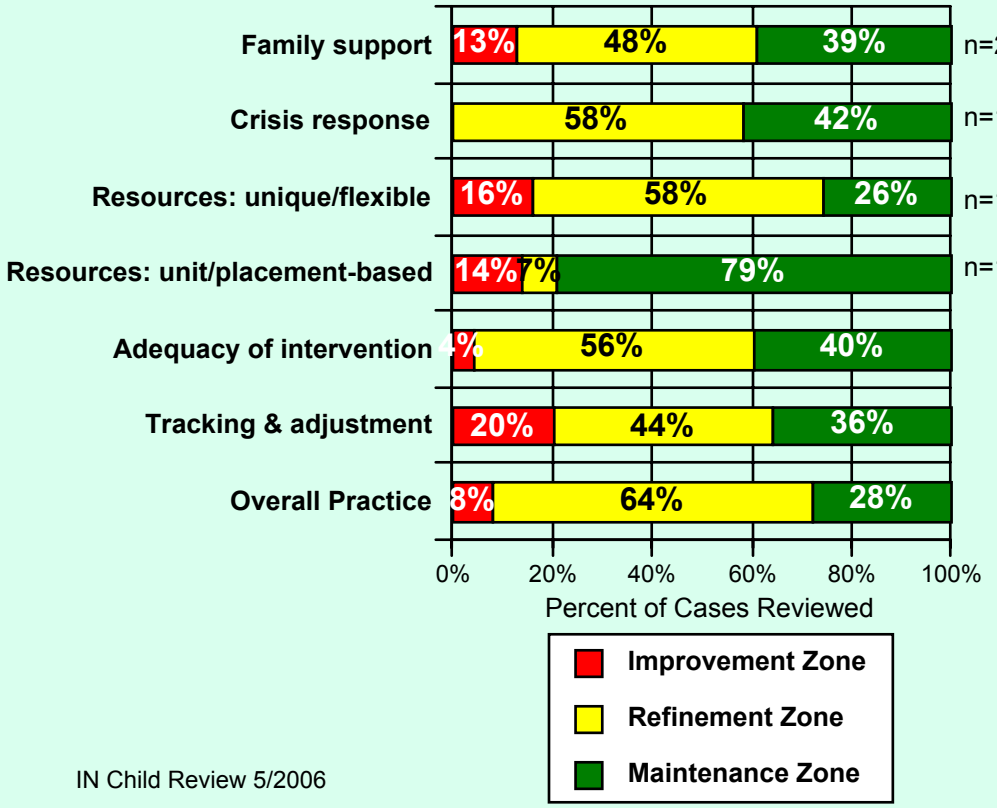
Practice Performance
Support & Resources



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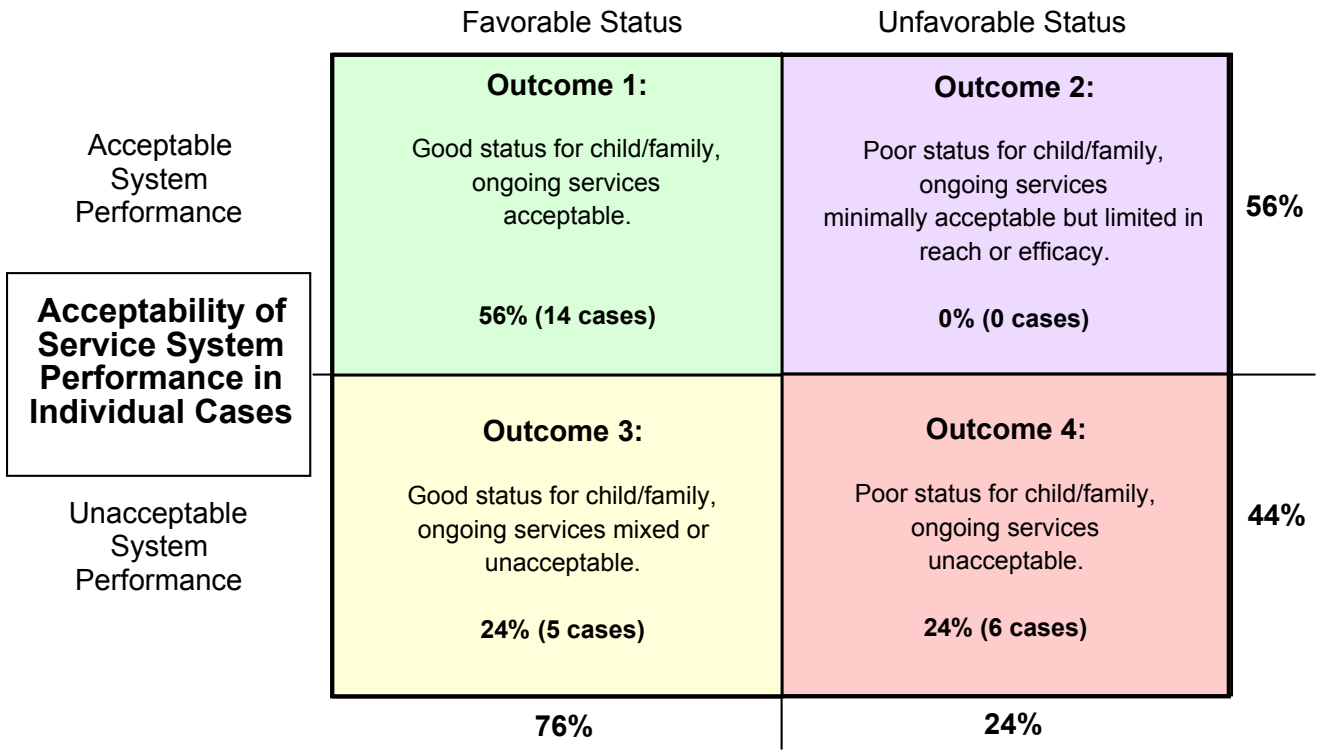
Case Review Outcome Categories

Status of Child/Family in Individual Cases



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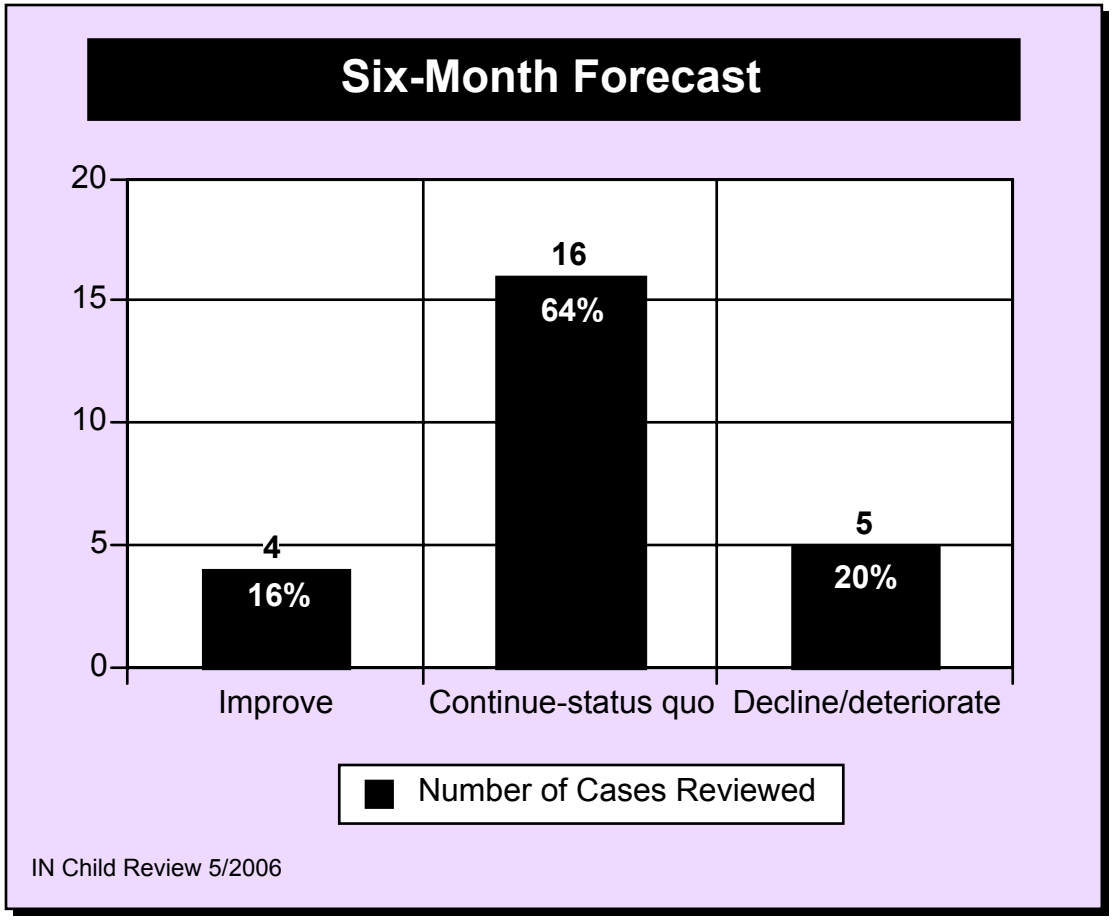

Six-Month Forecast
20
15
10
5
0
4
16%
16
64%
5
20%
Improve
Continue-status quo
Decline/deteriorate
Number of Cases Reviewed
IN Child Review 5/2006

Key Elements for Transformation

LEADERSHIP: providing consistent focus, communication, problem solving, team work, reinforcement of directions and efforts within and across agencies.

CLEAR EXPECTATIONS: working from common understandings and a vision (shared by all levels of organization) of an integrated, collaborative, system based on agreed upon operating principles, practices, and results.

TRAINING, MENTORING, & COACHING: building and sustaining adequate and consistent, consumer-level practice across all frontline units.

FRONTLINE CAPACITY: building an effective array of community-based services & finding better ways of conducting daily practice with the current workforce.

FLEXIBLE FUNDING and LOCATION: creating better and more timely ways of accessing what's needed, when need, and where needed by children and families.

PERFORMANCE MEASUREMENT WITH FEEDBACK LOOPS: providing feedback about frontline system of care performance so that people can change from current performance levels to desired performance levels in improving practice and getting better results for children and families receiving services.

Practice Improvement Requires:

- Knowledge of the Outcomes of Treatment
- Quick, continuous and Correct Feedback
- Continually improving Skill/ Craft knowledge of techniques and methods of intervention
- Relationship of Process and Outcomes
- Ability to Contextualize knowledge to fit individuals
- Ability to Synthesize and Generalize Learning

Bickman, 1999

© Human Systems & Outcomes, Inc., 2001

CSR "Learning Products"

Detailed stories of practice & results for real consumers

Recurrent themes & patterns observed across consumers

Understanding of how contextual factors are affecting daily conditions of frontline practice and influence results

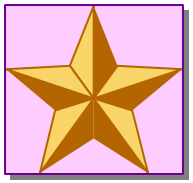
Quantitative analyses of adult consumer status, practice & performance results, based on key measures

Noteworthy accomplishments & success stories

Identification of emerging issues and problems

Critical learning and input for improvement plans

Useful CSR Applications



- Local, small scale "service assessments" within a unit for staff discussion, modeling, mentoring, and coaching
- Local, agency-level results checks for performance improvement, practice refinement, and resource development
- State-local partnership reviews for organizational development
- System-level monitoring of consumer status and system performance for advocacy, court compliance, or accountability
- Ad hoc studies probing unusual situations for exploration, understanding, and follow-up action

CSR as a Strategic Tool

- **The CSR is best used as a STRATEGIC TOOL for assessing front-line performance and supporting organizational and practice development.**
- **Use of the CSR should be selective, strategic, and linked with a well-supported CHANGE PROCESS championed by agency leaders to improve FRONT-LINE RESULTS.**
- **The change process should be LEARNING ORIENTED and POSITIVE for front-line practitioners.**
- **Effective CSR users recognize that practice quality is dependent on daily local FRONT-LINE CONDITIONS.**

Putting CSR Results to Work

- Provide **FEEDBACK** about consumer status, practice results to service partners
- **ANALYZE** sample cases to find what works & what doesn't
- Determine which cases challenge the staff & service network, **FIND NEW WAYS** to overcome problems
- Build **COLLABORATIVE** service strategies & support functions
- Use cases for **TRAINING** the front-line on best practices
- Focus change efforts on **IMPROVING FRONT-LINE CONDITIONS** of practice
- Add case reviews for local **QUALITY IMPROVEMENT**
- **TRACK** cases to assess changes in status/results & **FRONT-LINE** improvements in conditions of practice

Let's Talk!

Discussion